

FREQUENTLY ASKED QUESTIONS

How Do I get Started?

Please go back to the person who referred you to our Facebook community OR who spoke to your FIRST about Impact Mailing Club. Your referer will provide to you an order form for you to get started! On that order form, PLEASE follow the mailing instructions.

How Do I Edit My Cover Letter?

Our IMC Cover Letters are NOT meant to be Edited. Please print your copy and you can type in your own contact info or write in your contact info in the designated area that says "Contact Info". The photos we chosen on our company letters are meant to appeal to different demographics.

However, you are more than welcomed to CREATE your own Cover letter! Canva.com is a great online resource for you to create your own unique cover letter.

How Do I Order More Leads?

As of August 10th, all new members received a copy of the IMC Order form. You can view and download the order form on the link below:
<http://bit.ly/IMCLeadForm>

To expedite your lead order, please send an e-mail to Leads@impactmailingclub.com. Please include in your e-mail, your full name, mailing address, Peel & Stick or Digital and the amount of leads you would like to purchase.

\$40 = 200 Postal Leads | \$100 = 500 Postal Leads | \$150 = 1,000 Postal Leads

What Do I Do With The Nixies or Returned Mail?

We have a Lead Replenishment Guarantee. Please read the following PDF for all rules and instructions. <http://bit.ly/LeadReplenish>

Can I pay admin fees electronically?

YES YOU CAN! We accept payments electronically via Venmo and Cashapp

Venmo: ImpactMailingClub
CashApp: \$ImpactMailingClub

After you or your new member has sent their payment electronically, please send an e-mail to support@impactmailingclub.com with their full name, mailing address, level they purchased, and sponsor name.

FREQUENTLY ASKED QUESTIONS

How Do I Confirm that I Received a Payment?

Once you receive any payment (Sponsor or Tier 2 payment) we kindly ask that you send support@impactmailingclub.com an e-mail to let us know that funds were received. Please include in your e-mail the name of the person who paid and the level purchased. Please let us know if it was a Sponsor or Tier 2 payment.

No order form or IMC Welcome Package will be issued unless all payments are confirmed. THIS IS FINAL, ABSOLUTELY NO EXCEPTIONS WILL BE MADE. The faster you confirm your payments, the faster your members can receive their packets!

When I UPGRADE, do I pay full price OR the difference?

Please note you have up to 30 days from the day that you STARTED to upgrade and only pay the difference. After the 30 days, you will pay the full price for any upgrades. **This final and absolutely no exceptions will be made.**

If I am at the Emerald Level, How Can I Sign Up Someone At the Sapphire Level?

You Don't! You are only the reseller of the level that you purchased and levels below.

Please note we will give you 48 hours to upgrade. After that, the sale will be passed up to the next available sponsor in your upline who is at that required level.

What Do I Contact Support For?

Please understand, support is NOT your sponsor. Support is for technical issues such as changes to an order form, upgrading, new member sign ups, etc etc..

- ✓ Example Question: How can I upgrade one of my new members?
- ✗ Example Question: How do I use CANVA?

For general questions please reach out to your sponsor or go into our Facebook group which has tons of different tips and advice.
<https://www.facebook.com/groups/ImpactMailingClub/>

FREQUENTLY ASKED QUESTIONS

Is IMPACT MAILING CLUB International?

Our program is available in the United States and ALL of its Territories (Puerto Rico, America-Samoa, Virgin Islands etc etc) and Canada!

If you have the United States Postal Service in your area, you are invited to join this program!

Are There Any Refunds?

Due to the nature of our business and company policy, all sales are final. No exceptions will be made.

How Many Times Can I Change My Address?

We will do a ONE time courtesy order form change for you. Your 2nd request will require a \$50 fee.

If you have more than 20 members under you, please send an email to support@impactmailingclub.com

Can I get BOTH Peel and Stick Leads and Electronic Leads with my ORDER?

Unfortunately, No. Right now it's one or the other!

Can I change my sponsor?

No. You will have to get approval from your current sponsor to be moved to a new sponsor. Support will NOT message your current sponsor to for you to switch.

How Long Does it Take to Receive My Welcome Package?

Please understand we have to confirm ALL payments with ALL parties involved. Once all payments are received and confirmed, your welcome package will be shipped on the next shipping day. We ship packages every Monday, Wednesday and Friday via First Class Mail.

**First Class Mail Delivery Normailly takes about 3 to 7 BUSINESS Days.
(This does NOT include WEEKENDS or MAOR HOLIDAYS)**

