

Our Promise to You...

- To give you the very best quality**
- To give new and different ways to entice your customers**
- To make things easy**
- To keep our promises**
- To go the extra mile**
- To offer honest value & trading terms**



What can you
EXPECT FROM US?



Tel: 0800 90 20 900 (UK Customer support)
Email: ukcustomersupportteam1@hallmark-uk.com





We believe in connecting people
and this is also true of our approach to our partners.

We treat people as individuals, not account numbers.

We take time to listen to you and for us it's not about short cuts or quick wins, it's about being in it for the long term, a partnership that grows.

We also recognise the challenges of card shop owners today, the pressures of the high street and cheaper card brands trying to steal a march, so our promises to you are:

To give you the very best quality

To give new and different ways to entice your customers

To make things easy

To keep our promises

To go the extra mile

To offer honest value & trading terms

Customer Benefits

- * A dedicated Hallmark representative that will work with you and support you
- * A customer service team at your hands 8am until 6pm Monday-Friday for all general queries, process orders and credits
- * Exclusive ranges, specially selected to give Independents a competitive edge
- * Access to the Hallmark loyalty card scheme

* Bespoke POS to help bring your displays to life including newness, seasonal displays, special events, open days and product promotions

* Access to our unique consumer insight programme helping you to understand consumer trends, and where the market is going to help you stay on the front foot

* A regular Hallmark newsletter, bringing you the latest information, news and product updates

* Quick and easy ordering and billing processes - as well as simple documentation

* Being part of a leading card brand that is part of the Greeting Card Association and can help protect the interests and views of businesses like yours

* Working with the only company in the sector to take part in the 'Business in the Community Corporate Responsibility (CR) Index'. We also continue to ensure we only ever source FSC or recycled materials for all of our greetings cards

* An opportunity to join the Gold Crown store network partnership, offering enhanced trading terms and unique value adding benefits