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# KnowledgeBuilder

*All Articles in All Categories*

# Contents

<i>What is CreationsRewards? Is it really free?</i>	1
<b>Account Questions</b>	1
<i>I can't access my account. What is my password?</i>	1
<i>Do I have to be a certain age to use CreationsRewards?</i>	1
<i>What countries do you allow members from?</i>	1
<i>Is there a limit on how many accounts I can have?</i>	1
<i>I registered, but I did not receive the welcome E-Mail yet.</i>	2
<i>How do I change my E-Mail address or mailing information?</i>	2
<i>What are points worth?</i>	2
<i>Do points expire?</i>	2
<i>Are points or accounts transferable?</i>	2
<i>Do points expire?</i>	2
<i>Why were my points reversed or debited?</i>	3
<i>When do I get my (sample, trial subscription, sweepstakes win, coupon) for the offer I completed through your site?</i>	3
<i>I'm having trouble loading a page on your website.</i>	3
<i>I'm having problems viewing your images/links.</i>	3
<i>I'm not receiving E-Mails from CreationsRewards.</i>	3
<i>Is CreationsRewards compatible with WebTV?</i>	3
<i>I want to cancel my account.</i>	4
<b>Earning Points</b>	4
<i>How do Website Visits work?</i>	4
<i>Do points expire?</i>	4
<i>Do points expire?</i>	4
<i>When do my survey points credit to my account?</i>	4
<i>I completed a survey in full, but was not credited.</i>	5
<i>An error occurred in the middle of the survey I was taking. What happens?</i>	5
<i>I completed a survey but did not see the "Congratulations" screen.</i>	5
<i>Why are my points for surveys and/or offers not crediting?</i>	5
<i>I am not being credited for website visits.</i>	5
<i>When / how do I earn points for shopping through your site?</i>	6
<i>Can I use a different E-Mail address for offers?</i>	6
<i>When do I get my (sample, trial subscription, sweepstakes win, coupon) for the offer I completed through your site?</i>	6
<i>I'm having problems viewing your images/links.</i>	6
<i>I'm getting error 3A on Website Visits.</i>	6
<i>Banned from Gamit Message</i>	7
<b>Surveys</b>	7
<i>I completed a survey in full, but was not credited.</i>	7
<i>An error occurred in the middle of the survey I was taking. What happens?</i>	7
<i>I completed a survey but did not see the "Congratulations" screen.</i>	7
<i>Why don't I qualify for a survey?</i>	7
<i>I can't access/open the surveys.</i>	8
<i>Why are my points for surveys and/or offers not crediting?</i>	8
<i>I completed a survey but wasn't taken back to CreationsRewards.</i>	8
<i>Someone else in our house wants to take surveys. Is this allowed?</i>	8
<b>Redeeming Points</b>	9
<i>What are points worth?</i>	9
<i>Do points expire?</i>	9
<i>Do points expire?</i>	9

---

<i>How do I redeem points?</i>	9
<i>Can I change my redemption after I submitted my request?</i>	9
<i>How long does it take for my redemption to be processed?</i>	9
<i>My redemption shows it was processed, but I didn't receive it.</i>	10
<i>I was notified I entered an incorrect mailing address for my redemption or my name was wrong.</i>	10
<i>When will my PayPal redemption credit to my account?</i>	10
<i>When will I receive my Amazon Gift Certificate?</i>	10
<i>Is the Amazon gift certificates mailed or emailed?</i>	10
<i>Will I be charged a fee to receive PayPal?</i>	11

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## What is CreationsRewards? Is it really free?

CreationsRewards is an online rewards program that rewards its members with points for completing tasks online that you would normally do. If you shop online, take surveys, visit websites, why not be rewarded for doing so? You can earn points for many of the things you already do online. Points can be redeemed for a gift card to your favorite store.

CreationsRewards is indeed FREE! Our advertisers pay us to send traffic to their online properties, and in turn we issue you points which is a portion of the commissions we receive. We will never charge you a fee to access our website. We are here to help you earn a little extra for doing things you already do online. While you won't get rich using our website, you will earn a little extra that can help you buy something you've wanted for awhile, or have a night out on the town!

## Account Questions

Visit this section for account questions, such as password help, or how to view your account balance.

### I can't access my account. What is my password?

If you are unable to login, please check to see the error presented upon your attempt to login.

If you receive a "Password Error" this means your account is in our system, but you entered the wrong password. Simply try again to login, or request your password from this link:

[Click Here to request your password.](#)

If you are receiving an "E-Mail Error" this means you have either misspelled your E-Mail address or your account was removed.

If you believe you did have an account on our system and are unable to login after repeated attempts to ensure proper spelling of your E-Mail and password, you can visit our Self-Service Account Reinstatement tool.

This tool will re-create your prior account and will reinstate and points you had previously earned. [Click Here to access Account Reinstatement.](#)

### Do I have to be a certain age to use CreationsRewards?

Yes. In order to register for and access CreationsRewards, you must be at least 18 years of age. We do not accept members under the age of 18.

### What countries do you allow members from?

In order to register for CreationsRewards, you must be a resident of the United States or Canada. Residents of any other country are not permitted membership in CreationsRewards.

### Is there a limit on how many accounts I can have?

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Yes. Members can only maintain one (1) account with CreationsRewards. We also only allow only one (1) account per household.

If we find members abusing this limit, you risk having all your accounts canceled and points forfeited. We have multiple fraud checks in place to make sure users are following this limit of one (1) account per IP address, and one (1) account per household. There are no exceptions to this policy.

## **I registered, but I did not receive the welcome E-Mail yet.**

If you have completed registration and have not received your Welcome E-Mail within 24 hours, you may have misspelled your Email address, or your E-Mail provider is blocking our message. Please check your Bulk Mail folder for our E-Mail, as it may have been delivered here versus your E-Mail inbox.

Also, add newsletter16@creationsrewards.net to your E-Mail address book or contact list to ensure inbox delivery of our E-Mails to you.

## **How do I change my E-Mail address or mailing information?**

Once you are logged into CreationsRewards, visit our account information update page to update your mailing address, E-Mail address, and account password.

Click [Here](#) to access the page if you are logged in, or click on the "My Account" link at the top of any page while in your account to access the Update Account link.

## **What are points worth?**

CreationsRewards Points have no associated cash value and are assigned no value. To view our redemption options, visit our Redemption Area. From here, you can view the items available that you can exchange your points for.

## **Do points expire?**

Points on CreationsRewards never expire, however, you must earn at least 1 (one) point within a 3 (three) month period to keep your account in active status. Accounts that go inactive will lose all points earned and they will never be reinstated.

## **Are points or accounts transferable?**

No. Points earned on CreationsRewards are not transferable to any other CreationsRewards account. You cannot transfer your account to another person.

## **Do points expire?**

Points on CreationsRewards no longer expire. If you earned your points, you will retain them until you redeem. The only way points expire is if you cancel your account with our website, since this would also purge your point data if you did not redeem for a reward. As long as you keep your E-Mail address active, your account with CreationsRewards will never expire or go inactive.

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## **Why were my points reversed or debited?**

CreationsRewards policy is to verify all shopping transactions against our partner reports. While all points are automatically posted if they are in our merchant reports, if you later return a purchase, cancel your order or any other reason that you did not receive your order, points will be reversed. We only credit points which are verified in our merchant reports. This policy is in accordance to the CreationsRewards Terms of Service.

## **When do I get my (sample, trial subscription, sweepstakes win, coupon) for the offer I completed through your site?**

CreationsRewards does not operate any of the offers or E-Mail promotions that are sent to you. CreationsRewards only issues points for completing a transaction at the said merchant website, such as registering for their service. Any inquires regarding a prize or other promotional item should be directed to the website where you have completed your transaction at, as CreationsRewards is not responsible for the fulfillment of such items or claims.

## **I'm having trouble loading a page on your website.**

If you are having difficulty in accessing our website, please refresh the page and try again. Also, use Internet Explorer Version 6.0 or later, or Firefox 2.0 or later, and be sure that you do not have cookies or ads being blocked in your browser, as this will prevent sites from loading and will also prevent offers/surveys from crediting.

## **I'm having problems viewing your images/links.**

If images or links on our website are "missing" please check your Internet Security software. Many security applications have "ad-blocking" features which will block content on our website. Disabling the ad-blocker will allow for you to view all pages on our website, and will also prevent crediting issues.

## **I'm not receiving E-Mails from CreationsRewards.**

First, check to make sure your account is active by visiting the Member's Homepage.

If your account is active, check your junk/bulk mail folder to ensure our messages are not being delivered here versus your inbox.

Also, add CreationsRewards.Net to your E-Mail "allowed list" to help ensure delivery. (We send our survey invites and offers from newsletter16@creationsrewards.net)

If you are still having trouble receiving our E-Mails after adding us to your contact list, submit a trouble ticket and we can further investigate.

## **Is CreationsRewards compatible with WebTV?**

CreationsRewards is compatible with WebTV, however WebTV users may experience offer crediting issues and problems accessing certain aspects of our website. We are not responsible for any crediting issues that arise from the use of WebTV.

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## **I want to cancel my account.**

Are you sure that you would like to stop being rewarded for doing things online? If you are, [click here](#) and close your account. (Must be logged in to view.)

You may receive survey offers from us for a few more days as your request is processed. Also, any redemptions which were not yet sent will be forfeited if you cancel before receiving it.

Alternatively, you can submit a trouble ticket to request your account to be cancelled. Your cancel request must come from the Email address in which your account uses or we won't be able to locate you in the system to delete your account.

## **Earning Points**

Find answers to commonly asked questions about how to earn points on CreationsRewards.

## **How do Website Visits work?**

With our website visits section, you can earn points almost everyday for visiting the websites featured in this area. Some visits may be daily, and some may have a frequency of once every 48 hours. The time in between visits is noted on the visit. Upon clicking through to a visit, browse around the website displayed. Points for your visit post to your account instantly and automatically after one minute.

## **Do points expire?**

Points on CreationsRewards never expire, however, you must earn at least 1 (one) point within a 3 (three) month period to keep your account in active status. Accounts that go inactive will lose all points earned and they will never be reinstated.

## **Do points expire?**

Points on CreationsRewards no longer expire. If you earned your points, you will retain them until you redeem. The only way points expire is if you cancel your account with our website, since this would also purge your point data if you did not redeem for a reward. As long as you keep your E-Mail address active, your account with CreationsRewards will never expire or go inactive.

## **When do my survey points credit to my account?**

Points for completing surveys through CreationsRewards vary in the time they are posted. As a general guideline, points are posted on the following schedule:

- Daily Surveys: Post within 96 hours
- Special Invite-only surveys: Post within 96 hours
- AYTS Surveys: Post within 30 days

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Posting times can be longer during a holiday weekend, where points can take as long as 5 business days to be posted.

Remember, points are only issued to accounts for surveys which you have qualified for and completed in their entirety. If the survey was not completed in full, points will not be issued.

## **I completed a survey in full, but was not credited.**

If you completed a survey in full from one of our Daily Survey partners, you can submit a survey inquiry to us using the survey inquiry tool linked below. You must provide all data that we ask for on the inquiry form. Submitting an inquiry will not guarantee credit. We will use your data to research any potential problems with a survey, and may issue manual point credit to you depending on the outcome of our research.

Inquires can only be submitted within 30 days of survey completion, beginning after 5 days of completing a survey, in case crediting was on a delay.

Survey Inquiry Tool: (Must be logged in to view)  
[http://www.creationsrewards.net/a/research\\_s.asp](http://www.creationsrewards.net/a/research_s.asp)

## **An error occurred in the middle of the survey I was taking. What happens?**

In most cases, if an error occurs in the middle of the survey preventing you from fully completing it, you will not be credited. You can contact us to inform us of the problem you have encountered, however, we will not issue any manual credits for surveys which are not completed in full. You can re-enter the survey website using our link to try a new survey instead.

## **I completed a survey but did not see the "Congratulations" screen.**

CreationsRewards credits surveys based on our partner reporting. If you successfully completed the survey and were qualified to take it, you should be credited within 96 hours. If you are not credited after 5 days, submit an inquiry to us by accessing the Survey Inquiry Tool.

Survey Inquiry Tool: (Must be logged in to view)  
[http://www.creationsrewards.net/a/research\\_s.asp](http://www.creationsrewards.net/a/research_s.asp)

## **Why are my points for surveys and/or offers not crediting?**

CreationsRewards only issues points for surveys and offers that our merchant reports display as having been completed. As long as you have qualified for and completed a survey in full, or have fulfilled the requirements of the offer you registered at, your account should be credited within 96 hours.

If you are not credited within this timeframe, we have no report that you have completed the transaction and cannot issue points to you. Also, for offers, if you previously registered for the offer elsewhere you cannot register again at CreationsRewards for credit a second time. Lastly, make sure your browser has cookies enabled and that you are not using "ad blocking" tools on your computer. Blocking cookies and ads will cause crediting issues to occur.

For our Daily Surveys, you can report missing credit through the Inquiry Tool located at:  
[http://www.creationsrewards.net/a/research\\_s.asp](http://www.creationsrewards.net/a/research_s.asp)

## **I am not being credited for website visits.**

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If you just joined our website, make sure you confirmed your account by clicking on the link in the welcome Email message.

For existing members, make sure that you are using Internet Explorer 6.0 or later, with cookie settings on Accept All. If this still does not correct the problem, submit a trouble ticket to us for further investigation.

### **When / how do I earn points for shopping through your site?**

Shopping points credit automatically to member accounts within 14 days after your order was shipped. To ensure proper crediting, you must use our links to visit the merchant website. If you use a coupon code, this may invalidate your credit from us as coupons sometimes are unique to a particular website.

If after 14 days of receiving your order you are still not credited, submit your order information on the Research Inquiry Form. If we are manually credited by the merchant for the purchase, we will credit your account.

Points are not awarded on shipping, tax, other fees, etc. Coupons used may reduce your subtotal qualifying credit or disqualify you from credit depending on the merchant. Gift card purchases are not awarded unless made under the "Gift Certificates" category. Gift cards used on your purchases are deducted from the Subtotal value of your purchase.

### **Can I use a different E-Mail address for offers?**

Yes, you can use an alternate E-Mail address that you use. We track and credit account transactions by a unique ID code which is not associated with your E-Mail address used when visiting the merchant website.

### **When do I get my (sample, trial subscription, sweepstakes win, coupon) for the offer I completed through your site?**

CreationsRewards does not operate any of the offers or E-Mail promotions that are sent to you. CreationsRewards only issues points for completing a transaction at the said merchant website, such as registering for their service. Any inquires regarding a prize or other promotional item should be directed to the website where you have completed your transaction at, as CreationsRewards is not responsible for the fulfillment of such items or claims.

### **I'm having problems viewing your images/links.**

If images or links on our website are "missing" please check your Internet Security software. Many security applications have "ad-blocking" features which will block content on our website. Disabling the ad-blocker will allow for you to view all pages on our website, and will also prevent crediting issues.

### **I'm getting error 3A on Website Visits.**

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Refresh the visits page and try clicking again. This error occurs when you are viewing an old version of the page on our website.

## **Banned from Gamit Message**

If you are receiving an error message saying that you are banned from Gambit, the cause is more than likely the use of the AOL web browser. We have noticed that members reporting this issue are all using the internal AOL browser. Please access the offers on our website through Internet Explorer, Firefox, or Google Chrome. Avoiding using the AOL browser will not only resolve this error message, but it will also help ensure that you are properly being credited for your activity within CreationsRewards.

## **Surveys**

Find out how our Daily Surveys work, and answers to your questions regarding how to earn points for surveys.

### **I completed a survey in full, but was not credited.**

If you completed a survey in full from one of our Daily Survey partners, you can submit a survey inquiry to us using the survey inquiry tool linked below. You must provide all data that we ask for on the inquiry form. Submitting an inquiry will not guarantee credit. We will use your data to research any potential problems with a survey, and may issue manual point credit to you depending on the outcome of our research.

Inquires can only be submitted within 30 days of survey completion, beginning after 5 days of completing a survey, in case crediting was on a delay.

Survey Inquiry Tool: (Must be logged in to view)  
[http://www.creationsrewards.net/a/research\\_s.asp](http://www.creationsrewards.net/a/research_s.asp)

### **An error occurred in the middle of the survey I was taking. What happens?**

In most cases, if an error occurs in the middle of the survey preventing you from fully completing it, you will not be credited. You can contact us to inform us of the problem you have encountered, however, we will not issue any manual credits for surveys which are not completed in full. You can re-enter the survey website using our link to try a new survey instead.

### **I completed a survey but did not see the "Congratulations" screen.**

CreationsRewards credits surveys based on our partner reporting. If you successfully completed the survey and were qualified to take it, you should be credited within 96 hours. If you are not credited after 5 days, submit an inquiry to us by accessing the Survey Inquiry Tool.

Survey Inquiry Tool: (Must be logged in to view)  
[http://www.creationsrewards.net/a/research\\_s.asp](http://www.creationsrewards.net/a/research_s.asp)

### **Why don't I qualify for a survey?**

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Each survey invite has its specific criteria to determine which members will be accepted. Sometimes, a survey is looking for someone who uses a certain product, or maybe a survey is looking only for consumers who watched a certain television show, as an example.

For our daily survey offers, there are hundreds of surveys available at any given moment. Depending on the criteria the research company is looking for, such as age groups, ethnicity, etc., you may not always qualify for a survey and this is normal.

For our Daily Surveys, if you do not qualify on your first attempt, visit the survey site again in a few hours as new surveys are always being added for which you may qualify.

## **I can't access/open the surveys.**

If you are receiving a specific error message, read the error to see if it explains exactly why you are unable to open the survey page. If the page appears "stuck" when you submit your data, the survey site may be experiencing a temporary issue, or your browser may not be setup properly.

We recommend that you use Internet Explorer 7.0 or higher, or Firefox 2.0 or higher with cookies set to Accept All. Do not run any "ad-blocking" tools while using the surveys since this can interfere with how the websites behave and can even prevent your account from being credited in some cases.

## **Why are my points for surveys and/or offers not crediting?**

CreationsRewards only issues points for surveys and offers that our merchant reports display as having been completed. As long as you have qualified for and completed a survey in full, or have fulfilled the requirements of the offer you registered at, your account should be credited within 96 hours.

If you are not credited within this timeframe, we have no report that you have completed the transaction and cannot issue points to you. Also, for offers, if you previously registered for the offer elsewhere you cannot register again at CreationsRewards for credit a second time. Lastly, make sure your browser has cookies enabled and that you are not using "ad blocking" tools on your computer. Blocking cookies and ads will cause crediting issues to occur.

For our Daily Surveys, you can report missing credit through the Inquiry Tool located at:  
[http://www.creationsrewards.net/a/research\\_s.asp](http://www.creationsrewards.net/a/research_s.asp)

## **I completed a survey but wasn't taken back to CreationsRewards.**

Depending on the survey you have completed, you may not be sent back to CreationsRewards. There is no need to worry, as long as you completed the survey in full and it was a qualified survey, your account will be credited within 96 hours. If after 5 days you are not credited, submit a Survey Inquiry to us.

Survey Inquiry Tool: (Must be logged in to view)  
[http://www.creationsrewards.net/a/research\\_s.asp](http://www.creationsrewards.net/a/research_s.asp)

## **Someone else in our house wants to take surveys. Is this allowed?**

Another person in your household can take a survey only if a survey specifically asks someone else in your home to take the survey. In most cases, your account is for your usage only and we do not recommend having other people attempt offers and/or surveys from it since it can trigger a fraud activity alert that can result in account suspension.

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## Redeeming Points

Find answers to your questions about redeeming your points on CreationsRewards.

### What are points worth?

CreationsRewards Points have no associated cash value and are assigned no value. To view our redemption options, visit our Redemption Area. From here, you can view the items available that you can exchange your points for.

### Do points expire?

Points on CreationsRewards never expire, however, you must earn at least 1 (one) point within a 3 (three) month period to keep your account in active status. Accounts that go inactive will lose all points earned and they will never be reinstated.

### Do points expire?

Points on CreationsRewards no longer expire. If you earned your points, you will retain them until you redeem. The only way points expire is if you cancel your account with our website, since this would also purge your point data if you did not redeem for a reward. As long as you keep your E-Mail address active, your account with CreationsRewards will never expire or go inactive.

### How do I redeem points?

Redeeming points on CreationsRewards is very easy. Simply visit our Redemption Area located at the link below and choose a redemption item. Redemptions begin at 1,000 points.

Redemption Area: (Must be logged in to view)  
<http://www.creationsrewards.net/s/default.asp>

### Can I change my redemption after I submitted my request?

No. Once you request your redemption, it is final. You cannot make any changes to your redemption. Please make sure you are sure that you want to redeem your points for the item you select, since once you confirm your request it cannot be altered.

### How long does it take for my redemption to be processed?

Redemptions on CreationsRewards are processed and sent within 4 to 8 weeks. Currently, PayPal takes 8 to 10 weeks, while any other redemption item is sent in 4 weeks or less.

For accounts which have shopping transactions, we hold all shopping points as pending for 30 days. This can increase the time of your redemption processing time by up to 30 days. We hold points for shopping as pending in case you cancel or return your purchase, since CreationsRewards will not be credited on cancelled or returned purchases.

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## **My redemption shows it was processed, but I didn't receive it.**

If your account page shows that your redemption was processed, check to see what type of redemption it was.

For PayPal and Amazon.com redemptions, they are sent within 48 hours after the processed date shown on your account.

For mailed items, such as gift cards, they are sent out within 72 hours after the processed date. When redeeming, make sure your address listed on the redemption form is valid and complete as an incorrect address will increase processing time.

If you haven't received your redemption after a reasonable amount of time has passed, submit a trouble ticket to us for further assistance.

## **I was notified I entered an incorrect mailing address for my redemption or my name was wrong.**

Please submit a trouble ticket and inform customer care that you need to update your redemption information.

If a mailed redemption item is returned to us by the post office for having an invalid address, we will charge you a fee of 100 points to resend your reward, to cover postage. Members are asked to verify their address upon requesting their redemption and this information should be correct at time of redemption.

## **When will my PayPal redemption credit to my account?**

Redemptions on CreationsRewards are typically processed within 7 to 10 business days. If the redemption shows as being processed, you should receive it within 48 hours after the date shown on your account history page.

## **When will I receive my Amazon Gift Certificate?**

Amazon.com gift certificates are sent via E-Mail and are typically processed within 7 to 10 business days. (Longer if you have pending shopping points less than 30 days old) If you do not receive your gift certificate one week after the processed date, submit a trouble ticket for further assistance.

## **Is the Amazon gift certificates mailed or emailed?**

CreationsRewards sends Amazon.com gift certificates by E-Mail. Please check your bulk/spam folder for the gift certificate in case it was delivered here versus your E-Mail inbox.

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## **Will I be charged a fee to receive PayPal?**

CreationsRewards has changed its policy regarding PayPal redemptions. You will not incur a fee when redeeming for PayPal. We send payments using PayPal's "Mass Pay" option, where all users receiving redemptions from us will incur no fee, regardless of the account type you maintain with PayPal.