



Frequently Asked Questions (FAQs)

Share Life's Milestones with Those Who Matter Most

A place to share private, personalized, and positive Pearls of Wisdom

- I. General
- II. Privacy
- III. Personalization
- IV. Positivity
- V. Other

I. General

What are Pearls of Wisdom™?

Pearls of Wisdom are words of wisdom - knowledge, hope, or joy - provided by those we love and trust for a life-changing event or occasion.

What is a Strand of Pearls?

A Strand of Pearls is a collection of Pearls of Wisdom provided by those you love and trust for a life-changing event. The Strand is made available at no cost to any recipient, sponsor, or invited participant. A Strand of Pearls will be available for online safe-keeping as a memento at no cost, for the recipient to view at any time they are logged into their account. If a recipient or sponsor would like to have the Strand of Pearls made into a keepsake, they may purchase a digital word art keepsake that can be shared and posted to social media pages, and/or can be made into a frame-able keepsake themselves or by their own professional framer.

What kinds of life-changing events does Pearls of Wisdom support?

There are 10 life events in our current collection: Anniversary, Baby, Birthday, Graduation, Loss of a Loved One, New Career, New Home, Serious Illness, Starting Over, and Wedding. Pearls of Wisdom is very interested in learning about the life events that you would like us to include in the future. Please email us at admin@sharepearlsofwisdom.com to let us know which life events you would like us to consider adding in the future!

How do you define recipient?

A recipient is a user who has either set up a free account to accept Pearls of Wisdom for their own specific life-changing event, OR someone else has set up a free account for them, most likely for a specific life-changing event.

How do you define sponsor?

A sponsor is a user who has set up a free account to organize Pearls of Wisdom on behalf of a recipient for a specific event. This can be set up as a surprise OR can be set up with the recipient being fully aware of the free account.

How do you define participant?

A participant is an invited individual that either the recipient OR the sponsor has included to submit a Pearl of Wisdom for the recipient's specific life event.

Is there a cost to any of the users (recipient, sponsor, or participant) to use Pearls of Wisdom?

No, all users can register for a free account to give or receive Pearls of Wisdom for any life event Strand. If a recipient or a sponsor would like to purchase a digital word art keepsake of the Strand of Pearls, the option is made available to them once the life event is marked as 'closed'. Invited participants are not yet eligible to purchase the digital word art directly.

What is the difference between a Pearls of Wisdom memento and a keepsake?

A Pearls of Wisdom memento is the online Strand of Pearls that is free and available to view for safekeeping at any time the recipient or sponsor is logged into their account.

A Pearls of Wisdom keepsake is a personalized and unique piece of digital word art that can be purchased by the recipient or sponsor, which is made from the collection of Pearls of Wisdom provided by friends, family and special guests for the recipient's

life-changing event. The keepsake can be printed and framed by yourself or a professional custom framing business.



*A place to collect **PRIVATE**, personalized and positive Pearls of Wisdom*

II. Privacy

What is the difference between a “private Strand” and a “public Strand”?

A private Strand means that only you will be able to view the Pearls of Wisdom that you accept from your invited participants on your life event’s Strand. A public Strand means that anyone you invite to participate in your life event’s Strand of Pearls will be able to view all the Pearls you accept for your Strand from all of your invited participants. Only you will be able to view your declined Pearls of Wisdom, whether you have a public or private Strand. The Pearls of Wisdom team will naturally have access to view all public and private, and all accepted and declined Pearls of Wisdom on the website.

How does Pearls of Wisdom use my private information?

Pearls of Wisdom does not give or sell your personal information for any reason. Pearls of Wisdom only collects your name and email address when you register for your free account. If you purchase a digital word art keepsake, billing information will be collected at that time. Other information or details you provide for your life event’s Strand of Pearls are entirely optional, such as wedding date, birthdate and other life event specific information. You are simply encouraged to provide the information you are comfortable sharing with your invited participants for your life event’s Strand. Pearls of Wisdom does not use, give or sell your private information to third parties or other vendors.

Please review the [Privacy Policy](#) for more detail. If there is a change in privacy policy, you will be notified and provided with an opportunity to acknowledge. A copy of the privacy policy is permanently posted on the website.

If I set up a surprise account as a sponsor for a recipient, how can I ensure the account remains a surprise until I am ready to share it with the recipient?

As a sponsor, you will set up a free account for the recipient and provide their email address, which won’t be used until the Strand of Pearls is ready for viewing. The Pearls

of Wisdom Team will not notify the recipient until you as the sponsor close the Strand of Pearls for the life event. You will be able to invite participants secretly as long as you have their email addresses or a way to notify them of the Strand of Pearls being created for the recipient's life event, such as through social media channels, or a wedding or baby shower invitation.

As a sponsor, you will have full control when the Strand of Pearls for the specific life event is closed for submission of Pearls of Wisdom. Once closed, the Pearls of Wisdom Team will notify the recipient by email that a Strand of Pearls has been created just for them and their life event. They will then be able to access and claim their Strand of Pearls through a temporary account set up just for them, or they will be able to create their own permanent account.

We can't control what your invited participants communicate though, so you'll want to make sure you let them know it is a surprise so they don't share the secret prematurely! There is a field provided when setting up the life event called "The Story" where you can share the surprise intent.

If I do not want to purchase the digital keepsake, can I still create a Strand of Pearls for myself or someone else? And will I be able to view the Strand of Pearls at no charge?

Yes, your free account includes the ability to set up Strands of Pearls for the available life events for yourself or someone else. You are not obligated to purchase anything. Strands of Pearls will be available for the recipient to view and read anytime logged into their free account.

If I want some invited participants to view my Strand of Pearls for a life event, but not other invited participants, can I do that?

No, a Strand of Pearls is either completely public to all your invited participants or completely private to you.



*A place to collect positive, **PERSONALIZED** and private Pearls of Wisdom*

III. Personalization

If I would like to purchase a personalized digital keepsake, how does that work?

Once you have accepted all your Pearls of Wisdom for a specific life event, you can close the event in order to begin the purchasing process for your personalized and frame-able digital word art. Once you close the event, you will be prompted to select the digital art that you would like to order. There are different shapes, colors and price points available for purchase. Once purchased, you will receive the digital file of the selection you ordered for framing, canvassing, use as a digital invitation or other personal use. You will also receive a social media version that you can post on any of your social pages.

How and when will I receive the digital word art keepsake? Once you close the life event, you will be eligible to purchase a one-of-a-kind digital word art keepsake with your personalized Pearls of Wisdom. You will select from the choices provided of color, shape and price point. Once you have selected your choice and you purchase it, the customization process begins. The recipient's personal Pearls of Wisdom will be inserted into the keepsake you purchased! Your personalized digital word art will be emailed to you in one high resolution PDF format for framing or other personal use and one JPEG format for posting on your social pages at the email address provided in your Pearls of Wisdom profile no more than seven (7) calendar days from the date of purchase. You will not be provided with an opportunity to proof your purchase. If the digital art is not emailed to you by midnight of the seventh (7th) day of purchase, you will receive a 50% refund of the purchase.

Besides the personalized Pearls of Wisdom, will the names of the participants be included in the keepsake with the words of wisdom I accepted from them?

No, the names of the participants will not be included on the digital word art keepsake. The only name/s that will be included on the keepsake will be that of the recipient and any authored quotes protected by copyright. In the case of the wedding or anniversary keepsakes, more than one name can be included such as both the bride and groom.

Can the personalized digital art keepsake be customized in a language other than English? No, language translation is not available at this time. English is required for the Pearls of Wisdom to be included in the word art keepsake.

Besides the personalized Pearls of Wisdom, will the date of the life event be included on the digital keepsake?

Yes, the date of the life event may be included on the digital keepsake.

Will my full Pearls of Wisdom be included on the digital keepsake?

It depends. Some options in our line of word art are designed for approximately twenty (20) of your unaltered Pearls of Wisdom as they were accepted by you on your Strand of Pearls. Other options in the line have a more limited space, and you may be confined to a certain number of Pearls of Wisdom that you can include. Some options in the line are designed to feature short excerpts of your Pearls of Wisdom derived from your full Strand of Pearls. The short excerpts will be selected by us in the design process for the most pleasing aesthetic.

What if I am not satisfied with the digital word art keepsake?

Pearls of Wisdom wants every recipient or sponsor to be completely satisfied with the one-of-a-kind digital word art keepsake. The colors and shapes of the digital art are designed for a variety of tastes and are clearly described before point of purchase. Your words of wisdom come directly from your invited participants. The digital file formats are provided in a high resolution PDF format for framing, canvassing or other personal use and a JPEG format for posting on social media. No proof is provided for these reasons, and we have a no return policy.

However, if unsatisfactory to you, you are encouraged to email us directly at admin@sharepearlsofwisdom.com to express your concern. We recommend that you provide your name, username, order number, and clearly state in brief bullet points why you are not satisfied with the digital word art purchase. Pearls of Wisdom will respond as soon as possible and make every effort within reason to ensure that the recipient or sponsor is satisfied.

Once I receive the digital word art keepsake, how can I get it framed or preserved for safekeeping? The Pearls of Wisdom for each life event will be preserved electronically as a Strand of Pearls memento for each recipient. Additionally, the digital word art keepsake that is purchased can be printed and framed. At the time of purchase, you will receive an automatic release that allows you to print, frame, canvas or otherwise access the Pearls of Wisdom digital word art for personal use from the PDF and JPEG formats provided, as long as the art is not altered, as protected by copyright. Pearls of Wisdom does not provide framing or canvassing options at this time for a

handheld keepsake. However, be on the lookout because we do have that option on the horizon!

If I am an invited participant and would like to purchase a digital word art keepsake for the recipient, will I be able to do that? No, only recipients or sponsors will be able to purchase the word art keepsakes at this time. If you and other participants would like to purchase the keepsake on behalf of the recipient, our recommendation is to communicate that desire to either the recipient or sponsor in order to coordinate through them.

If I do not want a personalized keepsake, can I purchase a keepsake with general Pearls of Wisdom?

Not at this time. However, if you don't have enough time or participants to collect personalized Pearls of Wisdom, the Pearls of Wisdom team wants to offer alternatives! On the horizon, we will work to add universal keepsakes for each life event with topic-appropriate Pearls of Wisdom and a personalized name and event date.



*A place to collect private, personalized, and **POSITIVE** Pearls of Wisdom*

IV. Positivity

How can you ensure that comments posted to the Strand of Pearls for my life events are not negative in nature?

The answer is three-pronged.

First, the recipient or sponsor has the freedom to invite participants as the sole individuals who will be submitting Pearls of Wisdom for the life event. Choose your participants wisely!

Secondly, each recipient or sponsor of the Pearls of Wisdom for each life event will have the opportunity to either accept or decline each and every Pearl of Wisdom.

When you accept a Pearl of Wisdom, it will be displayed on the Strand for that life event. When you decline a Pearl of Wisdom, the participant who submitted it will have the opportunity to edit and resubmit. If it is edited, it will be resubmitted to the recipient or sponsor again to either accept or decline the edited Pearl of Wisdom. Your interpretation of the submitted Pearl of Wisdom from your invited participant is left up to you. No one outside of your invited participants will be able to view or submit a Pearl of Wisdom, nor will anyone outside of your invited participants be able to view your name and life event. The Pearls of Wisdom Team will naturally be able to view all Pearls of Wisdom across all life events.

And finally, each user agrees to the [Terms and Conditions](#) which clearly states that the intention of Pearls of Wisdom is for positive interaction. Please review the terms for details. If The Pearls of Wisdom Team notices a negative submission from an invited participant that is not consistent with our terms and conditions, we reserve the right to remove the submission or terminate the user's access to the website. Should there be a change in Terms and Service, you will be notified and provided with an opportunity to acknowledge. A permanent copy is housed on the website at all times.

V. Other

Can a participant share more than one Pearl of Wisdom for a recipient?

Each participant is invited to share only one Pearl of Wisdom. If the participant is not satisfied with the Pearl they have shared, they can edit it and resubmit it to the Strand. If the recipient or sponsor would like the same participant to submit more than one Pearl, it is technically possible to invite the same participant more than once to share additional Pearls by resending their invitation under Invited Participants.

If I encounter an error message, what should I do?

Please email us immediately at admin@pearlsofwisdom.com for assistance. If you can take a screenshot of the error message as well as the life event to send with your email, that would be helpful.

If I would like to close my account, how do I do that?

You should notify admin@pearlsofwisdom.com for assistance. Because your Pearls of Wisdom may be tied to a recipient's Strand of Pearls, we will need to address this type of request on an individual basis.

If you have a question or suggestion that is not addressed in the FAQs, we encourage you to email us at admin@sharepearlsofwisdom.com. Thank you and enjoy your Pearls!

Best to you and yours,

Team Pearls