

## HOW TO REQUEST A SEASONAL CREDIT ON MYHALLMARK

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**LINK:** [trade.hallmarkcards.com.au](https://trade.hallmarkcards.com.au)

If you need your user name and password, please reach out to our Customer Service team via email [mysupport@hallmark.com](mailto:mysupport@hallmark.com) or 1800 729 999 (Option 2)

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Once the season has passed, our head office will load the shipped seasonal stock to your account on myHallmark. You will have 60 days to complete your credit claim.

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Upon logging in, **you will find the option top left “Seasonal Returns”**



**Seasonal Returns** EASTER myPlanogram Popular Ranges • Cards & Gift Packaging • Gifting •  
myResources • Options •

### Select the season:

Available Returns

| Season | Description          |
|--------|----------------------|
| K06    | Valentine's Day 2026 |

**Please put zero in “Cartons” field, and add in your reference – for example “VAL 26 RETURN”**

### Return Valentine's Day 2026

|                                                     |                      |
|-----------------------------------------------------|----------------------|
| Season                                              | K06 : Valentines Day |
| Order Date                                          | 23/02/2026           |
| Your Reference                                      | VAL 26 RETURN        |
| Cartons                                             | 0                    |
| Total Value                                         | 153.8484             |
| Total Units                                         | 50                   |
| <div><div>Print Return</div><div>Export</div></div> |                      |

**You can now start adding in the quantities you would like to claim credit for.**

**TIP:** If you have a scanner, you can also use this to scan the card which will then add in the quantities automatically.



Valentines Day

40046622

WIFE OPN 300

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**You can review the amount of retail singles as well as Value at the top.**

**Once you are confident with your return, scroll to the bottom and hit “Submit Return”.**

**Please note that once you have clicked submit you can not amend your credit request.**

Submit Return

Delete Return

No Return

Print Return

Export

If you have sold through all of your seasonal stock, please click the “No Return” button.

Submit Return

Delete Return

No Return

Print Return

Export

Don't hesitate to get in touch should you have any questions.