

# Terms & Conditions

## Carter BloodCare's Dedicated Donor Rewards Program

### 1. General Information

[Dedicated Donor Rewards \(DDR\)](#) is Carter BloodCare's way of showing appreciation for volunteer donors who frequently donate whole blood, red cells, platelets or plasma. It's our way of saying thank you for helping save lives with your blood donation. When you donate frequently, you become eligible for more promotional points that can be redeemed for rewards, such as electronic gift cards (e-gift cards) and other in-store items.

Carter BloodCare reserves the right to update the Dedicated Donor Rewards program at any time and without notice.

### 2. Enrollment

If you have attempted to donate at a mobile drive or donor center, you are already enrolled.

You don't need to take any additional action beyond registering to donate to join, as points are automatically added to your account when earned. An account on [CarterBloodCare.org](#) or the [Carter BloodCare App](#) is required to view and redeem your points for rewards. You are responsible for setting up your online portal to access the Dedicated Donor Rewards program.

There is no fee to join the Dedicated Donor Rewards program. Only one account per donor is allowed, and only individuals (not businesses or groups) can have accounts. Points and rewards are non-transferable and not redeemable for cash.

### 3. Dedicated Donor Rewards Account

All of your rewards information is available in your [Carter BloodCare online donation portal](#). Log in to view your points balance, redeem rewards, and view your point earning and reward redemption history.

If you don't have an account yet, you can get started at [CarterBloodCare.org](#), select Log In, then Donors from the top menu, and click Create One Now. You can also download the [Carter BloodCare Donor App](#) to your smartphone.

### 4. How To Earn Points

Donors will earn points based on the number of successful donations made within a calendar year. The count of donations resets at the start of each calendar year. You can find your points balance by logging into your [online donation portal](#) at [CarterBloodCare.org](#), or logging into the [Carter BloodCare Donor App](#). Points will be added within three to seven days of your donation.

Total points awarded for a donation are determined by how frequently you donate, which procedure, and what promotions are running at the time of your donation.

A successful donation is defined as starting the donation process that results in a needle being inserted into the donor's arm. Even if a donor receives a Quantity Not Sufficient (QNS) or Donation Not Successful (DNS) designation but still has a needle inserted, the donation will be considered successful. Donors who are deferred from donation (deferrals) will not qualify for points that require a successful donation.

The number of times you can earn points is based on the number of times you can safely donate whole blood, double reds, platelets, or plasma during a given year. Donors can donate whole blood every 56 days, double reds every 112 days, platelets every 14 days, and plasma every 28 days.

Carter BloodCare may offer additional point-earning opportunities throughout the year. You may see bonuses for certain time periods (including holidays), blood types in high demand, and specific procedures. These opportunities may be listed on the [Carter BloodCare promotions webpage](#), social media, or other promotional materials.

During designated promotional periods, donors making successful donations are eligible to earn points from multiple promotional offers concurrently if the promotion or program allows such.

Please note that we reserve the right to change the point values at any time.

Carter BloodCare collects blood in multiple ways to best meet the transfusion needs of patients in your local community. Each blood type is uniquely equipped to make an impact and has an ideal donation type. You may be asked to give a certain donation type based on hospital patient needs. To determine your ideal donation procedure, visit [Meet A4E6](#) in our Education Center.

## Whole Blood

Successful whole blood (WB) procedures (except O negative donors) will earn points as noted in this chart:

Whole Blood Donation #	Points Earned	E-Gift Card Value
1	0 points	\$0.00
2	600 points	\$10.00
3	1,200 points	\$20.00
4	1,800 points	\$30.00
5	2,400 points	\$40.00
6	3,000 points	\$50.00

## Double Reds

Successful double reds (DR) procedures (except O negative donors) will earn points as noted in this chart:

Double Red Donation #	Points Earned	E-Gift Card Value
1	1,500 points	\$25.00
2	3,000 points	\$50.00
3	4,500 points	\$75.00

Note: If you are unable to complete a successful double red donation and donate a single unit, you will receive 1,200 points redeemable for a \$20 e-gift card.

## The O Negative Effect

O negative donors qualify for the O Negative Effect Program. O negative donors will earn 3,000 points, redeemable for a \$50 e-gift card, for each successful whole blood donation in a year, and 6,000 points, redeemable for a \$100 e-gift card, for each successful double red procedure.

Note: If you are unable to complete an O negative double red donation successfully, you will receive 3,000 points redeemable for a \$50 e-gift card. O negative donors who are enrolled in the Testosterone (TRT) and Hereditary Hemochromatosis (HH) program are not eligible for the O Negative Effect Program.

This program cannot be combined with The Gold Standard Platelet or Plasma programs point systems.

## Testosterone (TRT) and Hereditary Hemochromatosis (HH) Programs

Donors enrolled in our TRT or HH programs, and who make a successful allogeneic whole blood donation will earn 300 points for each donation, excluding their first donation of the year between January 1 – December 31. TRT and HH program donors are not eligible for any promotional points offered while enrolled in their respective programs. These donors cannot make a combination donation, such as red cells combined with platelets or plasma or a double red donation using an apheresis machine while enrolled in these programs. TRT and HH program donors must follow their physician's recommended donation frequency but cannot donate more frequently than every 14 days.

O negative donors who are enrolled in the Testosterone (TRT) and Hereditary Hemochromatosis (HH) program are not eligible for the O Negative Effect Program.

Whole Blood Donation #	Points Earned	E-Gift Card Value
1	0 points	\$0.00
2-26	300 points	\$5.00

## The Gold Standard Program

Successful platelet donors will earn the following points based on how the donation is entered in our system when the donor starts the procedure. Any additional products (red cells, plasma) donated at the same time as platelets will be used to earn a single, double, or triple unit point value.

Platelet Product	Points Earned	E-Gift Card Value
Single	1,500 points	\$25.00
Double	3,000 points	\$50.00
Triple	4,500 points	\$75.00

\*Granulocyte donation will be rewarded as a triple platelet

Note: This program cannot be combined with the O Negative Effect or Plasma programs point systems.

## Plasma Program

Successful donors who donate plasma only will receive 1,200 points redeemable for a \$20 e-gift card for each donation. Donations that are a combination of platelets and plasma, will not qualify for these points but will be classified under The Gold Standard Program. Red cell and plasma donations will receive 1,200 points redeemable for a \$20 e-gift card.

## **5. Point History & Expiration**

To view the “Points Earning History” section of your Dedicated Donor Rewards, log in on your desktop browser (not available via mobile app or browsers). It will show the activity of when you’ve earned points after each donation. You can access your Donor Rewards page by logging into your [online donation portal](#) at CarterBloodCare.org, clicking “Dedicated Donor Rewards.”

Points expire every year on January 31. For example, if you’ve earned points in 2026 from January 1 to December 31, they will expire on January 31, 2027. Once points expire, they cannot be reinstated or reissued, and any previously accumulated points shall become null and void, with no entitlement to use or recover them.

As a non-profit organization, it is important for us to be financially responsible. Setting an expiration date on points encourages donors to reward themselves for their lifesaving donations, allows Carter BloodCare to efficiently manage our budget and resources, provides an opportunity for us to refresh the offerings in our Dedicated Donor Rewards store on a regular basis, and keeps donors engaged.

## **6. Available Rewards**

You can redeem your points for electronic gift cards (e-gift cards) to the merchant(s) of your choice or Carter BloodCare-branded merchandise. Physical items are available while supplies last.

You may be notified of your current point balance, expiration, and other store information through emails or texts from Carter BloodCare, social media, or other communication channels.

## **7. Reward Redemption**

To redeem points, log into your online donation portal on [CarterBloodCare.org](#), or the [Carter BloodCare App](#). Your rewards and their points value will be visible in your donor profile through the Dedicated Donor Rewards tab. Once there, you click the reward you want, you can see if you have enough points to redeem for it. If you don’t have enough points yet, you’ll be able to see how many more points you will need to redeem for that specific reward.

E-gift cards and physical items are non-refundable and non-returnable. No action can be taken to reverse or cancel an order once it has been placed.

We do not offer a return or exchange policy; however, if your item is damaged, please contact us within 24 hours of receiving the order at [ceps@carterbloodcare.org](mailto:ceps@carterbloodcare.org) or call 817-412-5370, and we will do our best to accommodate you with a new item.

## **8. Electronic Gift Cards (E-gift cards)**

You can redeem points for e-gift cards at a variety of values. Once you redeem an e-gift card, it will be sent to your primary email on file within 72 hours. This email will include any necessary passwords or pin numbers to use your e-gift card. You must have a valid email address on your donor account to receive your e-gift card redemption email. Once you redeem an e-gift card, you will not be able to exchange it for a different card. Allow up to 72 hours for your e-gift card redemption email to arrive and be sure to check your SPAM or JUNK folder. If you haven’t received it within 72 hours, contact us at [ceps@carterbloodcare.org](mailto:ceps@carterbloodcare.org) or call 817-412-5370.

We do not offer physical gift cards, but you can contact [Tango](#) to transfer the Tango Reward Link e-gift card to a physical card after redeeming your points in your online donor portal.

Once you redeem points for an e-gift card, it falls under the merchant's responsibility.

All e-gift cards are subject to individual merchant terms and conditions, and all trademarks are the property of their respective owners. Merchants and offers are subject to change. Carter BloodCare is not responsible for lost, damaged, corrupt or stolen e-gift cards and may replace any such cards at its sole discretion. E-gift cards are non-transferable and not redeemable for cash. Any questions or problems in connection with redeeming e-gift cards must be directed to the merchant.

### **9. Carter BloodCare Physical Items**

You can also redeem points for Carter BloodCare-branded items.

Donors must log into their [Carter BloodCare online donation portal](#) account to redeem points for items. Once redeemed, a confirmation email will be sent within 5 days. Please allow 5-6 weeks for physical items to ship to your address. Physical items are available only while supplies last, Carter BloodCare reserves the right to substitute any item offered with one of equal or greater value or give points back for items no longer available. Items are subject to change without notice. The items pictured are for illustrative purposes only and may not be an exact representation of the actual item delivered.

### **10. Donating Points**

You also have the option to donate your points back to Carter BloodCare. Your donation will help Carter BloodCare continue to deliver its mission to patients across North, Central and East Texas. Your donation of points is not tax-deductible. Points may be donated in 50-point increments. There is no limit to the number of points you can donate each year.

### **11. Help and Contact Us**

You can find helpful information about the Dedicated Donor Rewards at <https://www.carterbloodcare.org/donate-blood/dedicated-donor-rewards/>. You may also fill out our contact us form at <https://www.carterbloodcare.org/who-we-are/contact-us/> or call 817-412-5370.