

# FAQ'S & SUPPORT

## Q1. How do I claim my e-Gift Card?

Here's how to easily claim your eGift Card!

1. A Reward Code will be sent to the email address you supplied at the time of product purchase.
2. Click on the link in the email.
3. Enter the Reward Code(s) where prompted.
4. Select your e-Gift Card.
5. Enter your details and confirm your selection.
6. Your eGift Card will be emailed to you within 48 hours.

## Q2. I have received multiple Reward Codes?

You will receive 1 Reward Code per participating product purchased.

Therefore, some customers may receive multiple Reward Codes in the same Reward Email, and each code must be redeemed separately as per the above Q1 instructions.

## Q3. How long is my Reward Code valid for?

Your Reward Code must be activated by the stated code expiry date on the email you received. This will be sent to the email address you provided at the time of in-store purchase.

Reward Codes expire at 11:59 AEST on the stated expiry date and cannot be extended, credited or refunded.

## Q4. How long is my e-Gift Card valid for?

Dependent on the retailer you've chosen, e-gift cards are valid for a minimum of 6 months from the date of issue or when the entire value has been exhausted, whichever occurs first.

This expiry date will appear on the e-Gift Card when you receive it.

At expiry, any remaining available balance will be forfeited.

## Q5. I haven't received my Reward Code?

If you did not receive your Reward Code by email, first check your junk folder.

If you have no record of receiving your Reward Code, please contact the us via the **Digital Rewards Promotion Hotline on 1300 406 446**.

## Q6. I've redeemed my Reward Code but still haven't received my e-Gift Card?

Once you've followed the instructions to redeem your Reward Code, the e-Gift Card will be emailed to you within 20 minutes. However, please allow up to 48 hours in case we are experiencing technical difficulties.

Make sure you check your email junk folder too, in case your e-Gift Card has accidentally ended up in there.

## Q7. I don't have a valid email address?

Unfortunately, you cannot redeem your e-gift card without an email address. e-Gift Cards aren't exchangeable for another item or redeemable for cash either.

You can contact your store of purchase if you are experiencing exceptional circumstances and require an alternative.

## Q8. My Reward Code value is incorrect?

Your Reward Code value has been assigned by your store of purchase.

If you believe the value is incorrect, please contact your store of purchase for assistance.

## Q9. How do I use my e-Gift Card?

An e-Gift Card is subject to the Issuer's Gift Card Terms of Use available via the "*e-Gift Card T&C*" page [here](#).

Dependent on the retailer, your e-Gift Card can be used for in-store and online purchases. Further instructions on how to use the e-Gift Card will be provided on your e-Gift Card.

## Q10. If you still have a question or need more help.

If above information doesn't resolve your issue, you can contact us via our dedicated Digital Rewards Hotline: **1300 406 446** for assistance.