

I haven't received my claim code

Please check your inbox and junk mail folders. If you have a Gmail email address, please also check a folder called "Promotions".

If you still cannot locate, please advise.

I haven't received my voucher/eGift Card

Please check your inbox and junk mail folders. If you have a Gmail email address, please also check a folder called "Promotions" for receipt of the eGift Card from us.

If you still cannot locate, please respond to this email with your claim code.

I deleted/lost my email

Please provide us with your claim code so that we may re send the email to you.

Also, always ensure that you check your inbox and junk mail folders (promotions folder also if you hold a Gmail email address).

I am getting an error message

If the message relates to the claim code having "expired", please be aware that we're unable to renew or extend an expired claim code. Once the claim code has expired nothing further can be done.

If the message relates to the code being "invalid" please ensure the following:

1. You are manually typing in your claim code (do not copy and paste). Please note that you are not required to do this if the claim code has automatically prepopulated into the field;
2. You are manually typing in your email address (do not copy and paste)
3. You are typing in an email address where the claim code was originally emailed to (no other email address will work)

If none of the above answer your query we'll require a screenshot of the exact error message being displayed on screen in order to further assist. Please also provide us with your claim code.

We sincerely apologise for any inconvenience caused.

Claim code says expired

Please be aware that we're unable to renew or extend an expired claim code. Once the claim code has expired nothing further can be done.

We sincerely apologise for any inconvenience caused.

My voucher/gift card is not working in store

Please ensure that:

1. You are only trying to use the eGift Card for only the amount it is worth (any other amount above will not work unless you request a split payment at the time of purchase)
2. You are submitting the correct card and/or PIN when trying to use eGift Card

If this is still not working please email us a copy of your eGift Card for further investigation.

Gift Card/Voucher was sent to me with no money on it

Please note that eGift Cards are only sent with a full balance on them. We suggest using the "check balance" feature which you can locate by clicking on the download URL in the email you received which contained the eGift Card link.

Once you click on that link at the bottom of the page that opens up you can check your balance.

If you still have an enquiry in this regard please email us a copy of your eGift Card and also provide your claim code.

I am eligible and have completed all steps but have not received a claim code

Please liaise directly with your provider. If you are eligible but no code has been issued after the advised elapsed time frame, you will need to liaise with your provider first before we can assist.

We apologise for any inconvenience caused.