



BUNDY GINGER BEER CASHBACK

FAQs

Where are the terms and conditions?

These can be found on www.BundysBigShout.com.au or www.DiageoPromotions.com.au

What is a cash back promotion?

Shoppers receive the cash value of the promotional product back after purchase. This is in the form of a Mobile Mastercard.

How much cash do I get back?

Valid claims received during the Promotional Period will each receive a refund for the full purchase price of one (1) Eligible Product, as indicated on the purchase receipt submitted as part of the claim, up to a maximum value of \$22.00.

I purchased the product a week before the promotion started, can I still enter?

No, only products purchased during the promotional period can be redeemed for the cashback offer.

If I buy two 4-packs on 1 receipt do I get 2 cash backs?

There is only one valid claim, per pack, per person.

How many purchases can I make?

As many as you would like however, please note there is only one valid cashback claim permitted per pack, per person.

What products are included?

4-packs of Bundaberg Ginger Beer premix cans.

How long does the promotion go for?

It starts on 01/04/22 and ends on 31/05/22.

How do I enter?

Simply purchase a 4-pack of Bundaberg Ginger Beer in participating retailers during our promotional period. Visit www.BundysBigShout.com.au, complete the claim form with all requested details including, full name, phone number and email, address, clear photo of purchase receipt including prize paid and mobile validation. Once receipt validation has been completed and all criteria has

been met, a digital Mobile Mastercard will be sent via text message to claimants with their full price cashback amount.

I am older and don't have use of an electronic device – can you enter on my behalf?

Unfortunately, an electronic device is required to enter this promotion as all claims need to be processed through the claim website, including receipt validation and cashback fulfillment.

Can I enter on my phone, tablet, PC and Mac?

Yes, on all the above.

I am having trouble entering?

Please double check your internet access, the website URL and that you have filled out each box correctly on the microsite. If you are having any further issues, please email BundysBigShoutpromo@traffik.com.au for assistance.

Please note, the email address will be responded to during 9am-5pm business hours (Monday-Friday).

I can't find my receipt?

Unfortunately, you need a valid receipt to upload to the website to enter. Please double check with the retail store you purchased the product from for a reprint of your receipt.

Should I keep my receipt/s?

Please hold onto your receipt until your cashback claim has been successfully processed and you have received your Mobile Mastercard text message (this can take up to 5 business days)

Should I keep the product's packaging?

This is not necessary however please retain the purchase receipt.

How many times can I claim?

There is only one cashback claim permitted per person.

How do I receive my money?

A Mobile Mastercard will be sent to successful claimants via a text message. Recipients will need to download the Vault app to have their Mobile Mastercard added to their smartphone wallet.

How long will it take to receive my claim?

Validation process can take up to 5 business days, and claimant will be contacted post this.

How do I receive my money if I don't have a mobile?

Please email our support team on BundysBigShoutpromo@traffik.com.au if this is the case.

Payments can be made via PayPal or physical gift cards can be dispatched when needed.

Please note, the email address will be responded to during 9am-5pm business hours (Monday-Friday).

I submitted my claim but have yet to receive the money?

Payment can take up to 5 working days.

Can I purchase from any alcohol retailers?

Yes, you can purchase from any of the participating retailers.

I am having issues uploading my receipt.

Please double check your internet access and try again. If further issues are occurring, please email BundysBigShoutpromo@traffik.com.au for assistance.

Please note, the email address will be responded to during 9am-5pm business hours (Monday-Friday).

Can I upload just a portion of my full receipt?

The date, store, product name and product cost must be clearly visible for receipt validation purposes. Any receipts which appear to be tampered with or unreadable will be rejected and the cashback will not be processed.

I never received my confirmation email after I submitted my claim?

Confirmation emails can take up to 2 working days to come through. If not received, please email BundysBigShoutpromo@traffik.com.au for assistance.

Please note, the email address will be responded to during 9am-5pm business hours (Monday-Friday).

Is there anyone I can contact about the promotion for any more questions?

Please email BundysBigShoutpromo@traffik.com.au for further information or assistance.

Please note, the email address will be responded to during 9am-5pm business hours (Monday-Friday).

How do I activate my Vault Prepaid Mastercard from Bundy?

1. You'll receive an SMS from 'Vault' with an activation code.
2. Click the link in the text message and you'll be directed to your device's app store to install the Vault Payments app. (Or if you've previously installed the Vault Payments app, click the link and go to step 4.)
3. Click the option to install and then open the Vault Payments app.
4. When prompted enter your mobile number and the activation code from the SMS.
5. Read and accept the Vault Payments Terms & Conditions.
6. You'll then see your Bundy Mobile Mastercard in the app, and you're ready to add it to your device wallet for in-store or online purchases

How do I add my Mobile Mastercard to my device wallet?

First, enter your activation code to access your Mastercard in the Vault Payments app. Then you can press "Add card to wallet" in the app to add to Apple Pay, Google Pay or Samsung Pay. If your phone is paired with an Apple Watch, you can choose to add your card to the wallet on your phone, the wallet on your watch, or both.

How do I use my Mobile Mastercard for in-store purchases?

Once you've added your card to your Apple Pay, Google Pay or Samsung Pay wallet, you can use your phone to "tap and go" at contactless point of sale terminals (look for the Contactless, Apple Pay, Google Pay or Samsung Pay logo).

How do I use my Mobile Mastercard for online purchases?

Your Bundy Mobile Mastercard is a digital Mastercard; you'll just need your card number, expiry date and CVC number. In the Vault Payments app, tap the card once to view your card number and expiry date. Tap twice to see the CVC number.

I can't activate my card. What do I do now?

Please contact us at BundysBigShoutpromo@traffik.com.au and our team will investigate this for you, and come back to you within 2 business days.

I have more questions about my Mobile Mastercard and using the Vault app

Please contact us at BundysBigShoutpromo@traffik.com.au and our team will assist you within 2 business days.