

## FAQs

### **What are the participating products in the Cashback promotion?**

To enter the promotion, consumers must purchase a product from each category below, 3 participating products in total to be eligible for their cashback.

*Participating Products in the Promotion are:*

- **CLEAN:**
  - Milk Wash 500ml
  - Milk Wash 1L
  - Ultra Gentle Cleanser 500ml
  - Ultra Gentle Cleanser with Ceramides 500ml
- **APPLY:**
  - Eczema & Psoriasis Cream Original 120g
  - Eczema & Psoriasis Cream Original 200g
  - Eczema & Psoriasis Cream Marshmallow 120g
  - Eczema & Psoriasis Cream Marshmallow 200g
- **MAINTAIN:**
  - Soothing MSM Moisturiser 120g
  - Soothing MSM Moisturiser 200g
  - Soothing MSM Moisturiser 500g

### **How much Cashback will I receive?**

\$15 Cashback

### **When can I make a claim?**

Claims can be made at <https://moogoo.com.au/cashback> products purchased between 12.01am AEST on 1/7/2021 and ends at 11:59pm AEST on 31/12/2021. All Claims must be received by 11:59PM AEDT on 31/12/2021.

### **How many times can I claim a Cashback?**

There is a limit of 1 claim per household in the promotion.

### **What Proof of Purchase do I need to provide?**

You must provide an itemised purchase receipt. The receipt must clearly show the participating product purchased, the store where the products were purchased and the date and time the purchase was made.

### **How will I receive my cashback?**

Claimants will receive their Cashback in the form of a Digital Visa via SMS and Email within 10 days of verification.

### **How long will it take to receive my money back?**

Once you have submitted your claim it will be validated within 2 business days. Once validated please allow up to 10 business days for payment to be processed.

**I didn't receive an email confirming my claim?**

Please make sure you check your spam and junk email folders if you have not received an email in your inbox.

**I have a problem with my Cashback claim who should I contact?**

Please contact MooGoo with any questions and a member of our team will respond within 2 business days.

**How do I activate my Digital Visa?**

1. Recipient receives an SMS from True Rewards and MooGoo with an activation code and a link to redeem the Digital Visa
2. Recipient clicks on the link and downloads the True Rewards App to access their Digital Visa
3. Recipient activates their Digital Visa in the True Rewards App, and then adds their digital Visa to their mobile wallet by clicking on the 'add to wallet' button
4. Once the card has been added to the mobile wallet, it is ready to be used for purchases in-store and online.

**How do I add my Digital Visa to my device wallet?**

In the True Rewards App, click on the 'add to wallet' button and the card will be added to your mobile wallet.

**How do I use my Digital Visa for in-store purchases?**

Once your digital Visa has been added to your mobile wallet (Apple Pay or Google Pay wallet), you can use your phone to make "tap and go" payments at contactless point of sale terminals. Look for the Contactless Apple Pay or Google Pay logo.

**How do I use my Digital Visa for online purchases?**

Online purchases with a MooGoo Digital Visa are processed the same way as a regular Visa; you'll just need your card number, expiry date and CVC number. In the True Rewards App, click 'SMS My Card Details' to receive a masked card number and CVC. To use online, match the card number from the SMS with the one in the app.

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

Please contact MooGoo and our team will investigate this for you and come back to you within 2 business days.