



2018 'Back to School' Promotion Frequently Asked Questions

Promotional Entry

When will the Back to School promotion start and finish (purchase period)?

The promotion starts on 12:01am AEDST on 10.01.18 till 11:59pm AEDST on 06.02.18

When do I have to claim my Back to School labels by?

Claims may be submitted between 12:01am AEDST on 10.01.18 and 11:59pm AEDST on 20.02.18 or once 176,000 valid claims have been received.

Who is eligible to enter the Back to School label pack?

The promotion is open to residents of Australia aged 13 years or over. Individuals between the ages of 13 and 17 years (inclusive) must obtain parental/ guardian consent to enter. Parents/ guardians may be required to enter into a further agreement with the Promoter as evidence of consent to the minor participating this Promotion.

Employees of the Promotion (and their immediate families), its associated companies, and any other agencies associated with the promotion are ineligible to participate. Immediate family means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step- parent, grandparent, step-grandparent, brother, sister, step-brother or step-sister.

How do I know what products to purchase to participate in the Back to School promotion?

Participating products are labelled in store and online, please also refer to the flyer in store for a complete list of participating brands. You can also find a participating list of labels online @ www.woolworths.com.au/BTS. All products from these brands are included in the promotion.

Redemption

I've purchased my participating products, how do I claim my labels for the Back to School promotion?

Visit www.woolworths.com.au/BTS and follow the link to the online entry form. Fully complete the online entry form including; your unique code, avatar creation, label selection, email and postal address details.

How can I tell if my claim has been received/was successful for the Back to School promotion?

Once you have submitted your claim, you will receive a message on screen confirming the success of your claim and a confirmation email will be sent to your email address.

Am I required to pay for postage & handling for my Back to School promotion?

No, you will not have to pay anything to receive your label pack.

Can I enter the Back to School promotion more than once?

Yes. For each transaction you make where you have purchased three (3) participating products you will be issued with a unique code. It is limited to one label pack per household per day.

Do I need to keep my receipts in connection to the Back to School promotion?

Yes, please hold onto your purchase receipts as proof of purchase for every claim you make. You may need to validate every claim you and your household have made in order



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to claim your reward.

Web Form Issues

What if my unique code doesn't work for the Back to School promotion?

Check that you have entered the correct unique code or online order number.

If you are unsure where to find your unique code, see STORE RECEIPT and ONLINE ORDER where redemption code can be found

Unique codes can only be used once and there is a limit of one code per household per day.

Line Ref	Article Ref	Description	Ordered	Supplied	Item Price	Amount
33	315748	+Prima apple & blackcurrant fruit drink 2l	1	1	\$2.50	\$2.50
34	315748	+Prima apple & blackcurrant fruit drink multipack 6x200ml	1	1	\$2.50	\$2.50
35	315747	+Prima apple fruit juice multipack 6x200ml	1	1	\$2.50	\$2.50
36	315761	+Prima orange fruit drink multipack 6x200ml	1	1	\$2.50	\$2.50
37	315776	+Prima tropical fruit drink multipack 6x200ml	1	1	\$2.50	\$2.50

Online order/ receipt

Woolworths The fresh food people

STORE NAME PH: 9999-9999
Store Manager: 1st S, Manager
WOOLWORTHS TAX INVOICE - ABN 88 000 014 675

4#NIGHTS CHOCOLATE CARAMEL COOKIES 200G
Qty 3 @ \$3.25 ea 9.75
3 SUBTOTAL 9.75

TOTAL 99.75
CASH 99.75
CHANGE \$0.00

4 Taxable Items
TOTAL Includes GST 90.88

WOOLWORTHS REWARDS

You could have earned at least 8 points
Save money on your shopping!
Join Woolworths Rewards FREE
at woolworthsrewards.com.au

Congratulations, You've qualified for free personalised school labels.
Visit woolworths.com.au/BTS
to redeem your labels using the unique code below
999100000191400218
Offer valid until 20 February 2018. T&C's apply.

STORE 5086 POS 001 TRANS 0145 0750 9:59 18/11/17

Store receipt

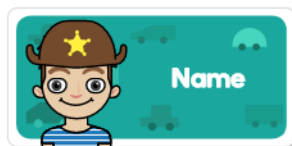
Is there a maximum letter count for each label?

There is no maximum letter count for the labels. The label will automatically shrink larger names to fit.

I only want my first name on the label for the Back to School promotion.

The name section allows you to only have first name or only have last name. This is your preference. Please see below preference

Enter your name



You can customise your label on the next step.

Name *

Next

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Labels/ Avatar Creation

What are the labels I can claim in the Back to School promotion?

You are able to log online to the redemption site and build your own personalised labels. When building your own personalised labels you are able to create your own Avatar that will appear on the label. You can change hair, skin, gender, nose, eyes, mouth and lots of other features.

You are able to choose 1 x name, create 1 x avatar however you are able to choose from 4 x label background designs.

Please note your labels are a standard rectangle shape/ size. There are four label shapes and four label design options you can choose for your labels. You will receive 16 labels per sheet per redemption.



How do I create my personalised avatar?

The online process will step you through how to use the avatar. Please follow the help links online if you have any issues.

Do I have to create a personalised avatar?

No you do not have to create a personalised avatar. You can choose for a generic avatar.

Do I have to have an Avatar on my label?

Yes you do have to have an Avatar on your labels.

When will my Back to School labels arrive?

Please allow up to 28 days from the date of your claim to receive your labels.

How will I receive my Back to School Label Pack?

Your Back to School label packs will be sent out via standard post to your postal address at the time of reward claim.