

## FREQUENTLY ASKED QUESTIONS

### WHEN WILL THE PROMOTION START AND END?

Starts 12:01 am AEST Friday 1<sup>st</sup> July 2022

Ends 11:59 pm AEST on Monday 5<sup>th</sup> September 2022

### WHERE CAN I PLAY AND ENTER?

Visit [www.greenies.com.au/trivia](http://www.greenies.com.au/trivia) before Monday 5<sup>th</sup> September 2022

### HOW OLD DO I HAVE TO BE TO ENTER?

You need to be 18+ to enter.

### DO I NEED TO BE AN AUSTRALIAN RESIDENT TO ENTER THIS PROMOTION?

Yes, this promotion is only open to Australian residents.

### WHERE IS THE PROMOTION RUN?

The promotion runs in all retailers that sell Greenies™ products.

### HOW DO I ENTER?

- (1) Purchase any Greenies™ product from any store
- (2) Scan the QR code in store or visit [www.greenies.com.au/trivia](http://www.greenies.com.au/trivia)
- (3) Play Trivia
- (4) Enter your personal information and upload an image of your receipt. Only use your receipt once. Keep a copy of your receipt.
- (5) Once you click submit, you will receive an on-screen message confirming your entry.

### WHICH PRODUCT(S) CAN I ENTER WITH?

You can enter with the below Greenies™ products purchased from any Australian Pet store:

- Dog Original Treat Large 170g
- Dog Original Treat Petite 170g
- Dog Original Treat Regular 170g
- Dog Original Treat Teenie 170g
- Scary Berry Large Blueberry 170g
- Scary Berry Petite Blueberry 170g
- Scary Berry Regular Blueberry 170g
- Scary Berry Teenie Blueberry 170g
- Dog Treat-Pak Large 340g
- Dog Treat-Pak Petite 340g
- Dog Treat-Pak Regular 340g
- Dog Treat-Pak Teenie 340g
- Blueberry Treat-Pack Petite 340g
- Blueberry Treat-Pak Large 340g
- Blueberry Treat-Pak Regular 340g
- Blueberry Treat-Pak Teenie 340g
- Fresh Treat-Pak Teenie 340g
- Fresh Treat-Pak Petite 340g
- Fresh Treat-Pak Regular 340g
- Fresh Treat-Pak Large 340g
- Grain Free Treat-Pak Large 340g
- Grain Free Treat-Pak Petite 340g
- Grain Free Treat-Pak Regular 340g
- Grain Free Treat-Pak Teenie 340g

- Treat-Pak Large 340g
- Treat-Pak Petite 340g
- Treat-Pak Regular 340g
- Treat-Pak Teenie 340g
- Mega Treat-Pak Large 510g
- Mega Treat-Pak Petite 510g
- Mega Treat-Pak Regular 510g
- Mega Treat-Pak Teenie 510g
- Grain Free Value Pak Large 1kg
- Grain Free Value Pak Regular 1kg
- Grain Free Value Pak Teenie 1kg
- Grain Free Value Pak Teenie 1kg
- Original Value Pak Large 1kg
- Original Value Pak Petite 1kg
- Original Value Pak Regular 1kg
- Original Value Pak Teenie 1kg
- Dog Treat Large MVMP (3x340g)
- Dog Treat Petite MVMP (3x340g)
- Dog Treat Regular MVMP (3x340g)
- Dog Treat Teenie MVMP (3x340g)
- Feline Catnip 60g
- Feline Chicken 60g
- Feline Salmon 60g
- Feline Tuna 60g

**SHOULD I KEEP MY RECEIPT/S?**

Yes, please keep your receipt. You may be asked to provide it as proof of purchase should you be a prize winner.

**WHAT IS AN ELIGIBLE ENTRY?**

Your entry must be:

- In your own name
- With a unique email address
- With a unique eligible receipt

**WHAT IS AN ELIGIBLE RECEIPT?**

To be eligible, your receipt must show:

- The store purchased from
- The date purchased
- The product purchased.

We need to see that Greenies™ products were purchased during the promotional period and prior to your entry. The receipt must also be unique. Using a receipt to enter more than once or sharing of receipts between participants could render all your entries invalid.

**WHY MIGHT MY ENTRY BE INVALID?**

The aim of our promotion is to offer all participants a fair and equal chance of winning. Therefore, there are rules in our terms and conditions that must be adhered to in order that we comply with our promotional permits. The following may render all of your entries invalid:

- Re-using the same receipt to enter more than once
- Sharing receipts with other people so they can enter
- Entering under different names
- Entering under different email addresses
- Entering on behalf of someone else – partner, mother, friend etc.

The following will also render your entry invalid:

- Blurry receipts
- Receipts cut off – not able to see date, store or product purchased

You may be provided the opportunity to resubmit a better photograph of your receipt within 3 days. You must then share a clear receipt for a purchase that was prior to your entry.

#### **HOW ARE ENTRIES VALIDATED?**

Entries are validated by a customer service team using image recognition software. It may take up to 28 days for your entry to be validated & for your prize to be delivered.

#### **SHOULD I KEEP THE PRODUCT'S PACKAGING?**

No, you do not need to keep the packaging.

#### **HOW MANY TIMES CAN I ENTER?**

You can enter the promotion as many times as you like during the promotion, provided that:

- a) You can only enter with each unique receipt once.
- b) Each entry is submitted separately in accordance with the T&Cs.

### **TRIVIA**

#### **WHAT ARE THE TRIVIA QUESTIONS ABOUT?**

The trivia questions are all based around your pet's dental health.

#### **WHAT HAPPENS IF I DON'T KNOW THE ANSWER?**

Take a guess to move on to the next question.

#### **DO I NEED TO GET ALL THE ANSWERS RIGHT TO WIN A PRIZE?**

No, you don't need to get all questions correct. The questions have no influence on whether you win a prize or not.

#### **ARE THE TRIVIA QUESTIONS RANDOM PER GAME PLAY?**

Yes, all questions are randomised.

#### **DO I NEED TO MAKE A PURCHASE TO PLAY TRIVIA?**

No, you can still join in on the fun without making a purchase. However, you will need a valid receipt to win a prize.

### **PRIZES**

#### **HOW DO I WIN?**

There will be one major draw and four minor draws conducted during the promotion. The winners are drawn randomly at the end of each draw outlined below.

<b>Draws</b>	<b>Entries Open</b>	<b>Entries Close</b>	<b>Draw Date</b>
Minor Draw 1 (75 prizes)	01/07/2022	26/07/2022	27/07/2022
Minor Draw 2 (75 prizes)	27/07/2022	09/08/2022	10/08/2022
Minor Draw 3 (75 prizes)	10/08/2022	23/08/2022	24/08/2022
Minor Draw 4 (75 prizes)	24/08/2022	05/09/2022	07/09/2022
Major Draw (1 prize)	01/07/2022	05/09/2022	07/09/2022

If deemed a valid winner for either prize draws, you will be contacted via email within 2 business days, and your name will be published on [www.greenies.com.au/trivia](http://www.greenies.com.au/trivia) on 9<sup>th</sup> September 2022 for 28 days.

#### **WHAT CAN I WIN? AND HOW MANY PRIZES ARE THERE?**

There are 301 prizes to be won:

Major Prize: 1x \$2,500 VISA Digital Gift Card

Minor Prizes: 300x \$25 VISA Digital Gift Card

#### **WHERE CAN I USE MY GIFTCARD AND WHEN DOES IT EXPIRE?**

VISA's Digital Gift Card T&Cs apply & can be read at [www.truerewards.com.au/visa-gift-card-terms](http://www.truerewards.com.au/visa-gift-card-terms). Gift cards are not transferable & cannot be converted to cash. The gift cards should be treated like cash and cannot be replaced if lost, stolen or destroyed.

#### **CAN I WIN MORE THAN ONCE?**

Yes, if you win a MINOR prize, you will also go into the draw to win the MAJOR prize which is drawn at the end of the promotion.

You cannot win more than one MINOR prize unless you are a South Australia resident.

#### **HOW WILL YOU SEND THE PRIZE TO ME?**

All prizes will be sent to your email address from [no-reply@greeniestrivia.com.au](mailto:no-reply@greeniestrivia.com.au).

To ensure your prize does not go to your JUNK mail please save this email address.

#### **HOW LONG WILL IT TAKE TO RECEIVE MY PRIZE?**

You will receive your prize within 28 days.

#### **WHEN DO I NEED TO CLAIM MY PRIZE BY?**

You need to claim your prize by 1:00 pm AEST on 7<sup>th</sup> December 2022. If you don't claim your prize by this date, your prize will be forfeited.

#### **WHEN IS THE UNCLAIMED DRAW HELD?**

The unclaimed draw will take place on 8<sup>th</sup> December 2022

#### **HOW DO I KNOW IF I WON IN THE UNCLAIMED PRIZE DRAW?**

Winners will be notified via email and their names will be published on [www.greenies.com.au/trivia](http://www.greenies.com.au/trivia) on 9<sup>th</sup> December 2022 for a period of 28 days.

### **GENERAL**

#### **WHAT DEVICE DO I NEED TO ENTER THE PROMOTION?**

The 'Greenies Trivia' Promotion works on both iOS/Android devices, as well as desktop computer.

#### **WHERE ARE THE TERMS AND CONDITIONS?**

You can find these at [https://www.greeniestrivia.com.au/terms\\_and\\_conditions.pdf](https://www.greeniestrivia.com.au/terms_and_conditions.pdf)

#### **WHAT HAPPENS TO MY PERSONAL DETAILS?**

Please refer to the privacy policy for more details. [www.mars.com/privacy](http://www.mars.com/privacy)

**IS ANY DATA CAPTURED FROM MY SMARTPHONE WHEN PLAYING THE GAME?**

We use Google Analytics, which uses cookies and similar technologies to collect and analyse information about the use of our services and report on activities and trends. This service may also collect information regarding the use of other websites, apps, and online resources. You can review Google's practices to determine whether you wish to opt-out.

<https://policies.google.com/privacy?hl=en-US>

**HOW DO I UNSUBSCRIBE FROM EMAILS?**

You can unsubscribe from any of our emails by clicking the link in the footer of the email.

**WHO CAN I CONTACT ABOUT ANY FURTHER QUESTIONS RELATING TO THE PROMOTION?**

You can contact us at <https://www.greenies.com.au/contact-us/> with any questions you may have. We will aim to respond to your question within two business days.