

## **Cracker FAQ**

***\*\*Please note: KidsCan will be closing down over the Christmas & New Year period. There will be no one in the office from Friday 21<sup>st</sup> December. We will be back in on Monday 7<sup>th</sup> January\*\****

### **How do I claim my prize?**

Congratulations on finding a prize! The process to claim your prize is simple, just see your ticket for how to claim your prize:

#### Instant prize

- See your ticket on how to claim. These prize tickets are:
  - o Tasti Smooshed Wholefood Balls
  - o Shoe Clinic \$10 Voucher
  - o SC Johnson KIWI Kids Scuff Shelf Shining Polish & Glade candle
  - o Bakers Delight Christmas Tarts
  - o Jumpflex Trampolines

#### Redeem through KidsCan

- Email ([marketingadmin@kidscan.org.nz](mailto:marketingadmin@kidscan.org.nz)) or post the ticket (PO Box 31646, Milford, Auckland 0741) with your delivery details into us\*. These prize tickets are:
  - o Harvey Norman \$50 vouchers
  - o The Great NZ Cook Book or The Great NZ Baking Book
  - o Event Cinema Movie Money vouchers
  - o Little Live Pets S3 Bird with Cage
  - o Little Live Pets S3 Single Bird
  - o 60 Series 8 Shopkins
  - o TY Beanie Plush toy
  - o Resene Paints voucher
  - o 12 Months' Slingshot Broadband & Homeline Services
  - o EasiYo Yogurt Starter Pack
  - o The Coffee Club \$20 Gift Card

***\*If you have won the Vortex Spa or the diamond ring, please hang onto the voucher AND cracker wrapper (compulsory for claiming) and send us an email [marketingadmin@kidscan.org.nz](mailto:marketingadmin@kidscan.org.nz).***

### **Can I pick up my prize?**

Sure! We are based in **Albany on the North Shore** in Auckland, so if you are close by please contact the Fundraising team [marketingadmin@kidscan.org.nz](mailto:marketingadmin@kidscan.org.nz) to organise a time to pick up your prize. Don't forget to bring your winning voucher as this is how to claim your prize!

Please remember that the office is closed from 21 December 2017 until 7 January 2018.

### **Where do I buy crackers?**

You can buy our KidsCan Christmas Crackers from Countdown, Harvey Norman, Number One Shoes, Shoe Clinic, Mobil, Toyworld, Cash Converters, The Coffee Club, EziBuy and Smith & Caughey's.

### **Can I buy bulk from KidsCan?**

Sure – we can sort something out for you! We have a few crackers in stock and you can purchase these over on our Store. Otherwise (to save on shipping costs), our largest retailers are Countdown, Number One Shoes, Harvey Norman and Mobil – so, give your local store a call and we're sure they'll be more than happy to provide you with what they have (stock dependent).

### **When does the Christmas Cracker Appeal end?**

The last day you can buy your crackers is the 27 December 2017. You have up until the 31 January 2018 to claim any prizes you may have won (good luck!).

### **I have sent my voucher in and I am still waiting for my prize?**

Any prizes claimed after 20 December won't be sent out until we are back on 7 January. We will send them out to you as quickly as we can once back in the office.

If you have sent your voucher in outside of these dates, please give us a call on 09 478 1525 or email us at [marketingadmin@kidscan.org.nz](mailto:marketingadmin@kidscan.org.nz).

If you have won a \$20 The Coffee Club gift card, The Coffee Club will send this out to you at the end of January.

### **Who carries my prize & how long will it take to get to me?**

Now Couriers deliver our prizes and it should take no longer than 7 business days to get to you (from when the courier picks up your prize from our Warehouse).

### **Who do I contact if my prize hasn't arrived?**

If you sent the voucher in to us between 15 December & 6 January, we will send your prize out to you once we are back in the office on 7 January 2018.

If you had sent the voucher in before 15 December, please email [marketingadmin@kidscan.org.nz](mailto:marketingadmin@kidscan.org.nz) and we will be in touch with you as soon as we can once we get back week commencing 7 January.