**Camera Cooler and CokeNow App FAQ**

**There’s a charge on my bank account for more than my purchase price, why?**

Your bank will place a HOLD on your account greater than amount to purchase one or multiple items in a single vend transaction. This HOLD amount will be updated to reflect the actual transaction amount within 24-72 hours depending on the policy of your bank. Your final charge will only be for items purchased. Any questions regarding bank’s policy on ‘account holds’ should be directed to your bank.

**I am having problems editing my profile, what should I do?**

Under Menu > Profile section, fill in all the mandatory fields (marked with an \*) and click on Next/OK/Save, if you are not able to do it or receive an error message, please send an email to: [support.ar@maxerience.com](mailto:support.ar@maxerience.com) and will be happy to assist you.

**I am not able to change my password, what should I do?**

Ensure that your password has the minimum requirements (at least one uppercase letter, one lowercase letter, one digit and a minimum of 8 characters). If you are not able to do it or receive an error message, please send an email to: [support.ar@maxerience.com](mailto:support.ar@maxerience.com) and will be happy to assist you.

**I need to add a new payment method or change my payment method, what should I do?**

Please access the Menu > Change Payment Method. There you can add a new one, remove an existing one and set your default payment method.

**I need to remove one of my payment methods, what should I do**?

Please access the Menu > Change Payment Method. There you can add a new one, remove an existing one and set your default payment method.

**I need to set a new card as default payment method, what should I do**?

Please access the Menu > Change Payment Method. There you can add a new one, remove an existing one and set your default payment method.

**Where can I find the QR Code to initiate a purchase?**

QR codes are found on the cooler door of participating CokeNow coolers.

**What payment methods are accepted?**

At this time, Visa, Mastercard, American Express, Discover, JCB and Union Pay are accepted.

**Every time I try to open the cooler door, a message is displayed, informing that a payment is pending, what should I do?**

From your last transaction, your purchase exceeded the pre-authorization amount and there is an outstanding balance pending on your account. You will only be able to initiate a new purchase once this pending payment is cleared.

**I would like to clear a pending payment with a new card, what should I do?**

Go to Menu –> Change Payment Method. Add your new card and set it as the default. Unlock the cooler door and it will send you to the pending payment page and the new card will be used to process that payment.

**I received a notification that I left the cooler door opened, what should I do?**

Ensure you close the door properly and confirm it’s locked. Any purchases, products taken if you left the door opened, will be charged on your card.

**When I try to unlock the cooler door I receive a message, “Cooler Unavailable”, what should I do?**

The Cooler is currently unavailable for use. Please check back later.

**The cooler is off or not working, what should I do?**

The Cooler is currently unavailable for use. Please check back later.

**The product on the screen does not match my purchase.**

There are rare occasions where the cooler will misidentify the product purchased. If the dollar value/amount is identical, complete your purchase. If cooler misidentifies a package of higher value, please call the phone number on the side of the cooler for customer service.

**How will refunds be issued?**

If you believe you need a refund, please call the service number on the side of the equipment.

**How will my personal information be used?**

Please visit The Coca-Cola Company [**Terms of Use and Sale**](https://us.coca-cola.com/terms-of-use) & [**Privacy Policy**](https://us.coca-cola.com/privacy-policy/) to learn more.

**Whom can you contact for questions about your personal information?**

To address any questions about our processing of your personal information and/or related policies, please contact the Coca-Cola Privacy Office at [privacy@coca-cola.com](mailto:privacy@coca-cola.com).

**Do you need Wifi to use the cooler?**

Your phone will either need to be connected to wifi or have a strong cellular data connection.

**How does the rewards program work?**

After making 10 purchases of any Coke products with the CokeNow app, you will receive a discount/coupon within the CokeNow app for 1 free 20 oz., limited to either: Coca-Cola®, Diet Coke®, Sprite®, Coke® Zero Sugar, or DASANI®.

**How often should I update my app?**

As a best practice, it is recommended that you update your app monthly.