

## UP&GO STASH OF CASH FAQs

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If you have not received your winner email(s) or your prize within 28 days of submitting your bank details, please contact Customer Relations at [customerrelations@sanitarium.com.au](mailto:customerrelations@sanitarium.com.au). Note that prizes may not be awarded where entries or entrants are found to be in breach of the T&Cs.

1. **When does the promotion start and end?**

The promotion begins at 12.01am on 01/11/2020 AEDT and closes at 11.59pm AEDT on 30/11/2020.

2. **Do I need to be an Australian resident to enter this promotion?**

Yes, this promotion is only open to Australian residents.

3. **How old do I need to be to enter?**

Entry is open to people aged 13 years or over. However, any entrants under 18 years old must have parent / guardian approval to claim. Further to this, the parent / guardian of the entrant must read and consent to the Promotion Terms and Conditions.

4. **Where can I find a copy of the promotional terms and conditions?**

The promotional terms and conditions can be accessed by clicking [HERE](#).

5. **Who can I speak to if I have any queries about the promotion?**

Any questions you have please contact the Sanitarium Customer Call Centre on 1800 673 392.

6. **What do I need to purchase to participate in this promotion?**

To be eligible for an instant cash prize, individuals must purchase any specially-marked 350ml UP&GO pack during the Offer Period. You must retain the participating 350ml pack and itemised purchase receipt as proof of purchase.

7. **How can I tell if my entry has been received?**

You will receive an on-screen confirmation message on the promotional website after you have entered your details, acknowledging that your entry has been received. If you are an instant winner, you will be notified as such on the promotional website and you will also receive a confirmation email with instructions on how to claim your prize.

8. **How do I claim a Cash Prize?**

To claim a prize, you must access the confirmation email sent to the email address you provided, and follow the instructions contained within that email to arrange delivery of the prize.

9. **When do I need to claim my Cash Prize by?**

All instant win Cash Prizes must be claimed by 8:00pm AEDT 28/02/21.

**10. How will I receive my Cash Prize?**

You will receive your prize via bank transfer to the account details provided by you when you completed the claim form.

**11. How long will it take to receive my prize?**

You will receive your prize no later than 28 days after the date on which you provided your bank account details. We will send you an email to let you know if your bank transfer has been successful or unsuccessful. If it has been unsuccessful, you will need to check over your bank details thoroughly and submit another claim.

**12. How many times can I enter?**

You can enter a maximum of twice per day and 10 times over the course of the promotional period.

**14. Do I need to keep my receipt?**

You must retain your promotional product receipt/s and pack label/s for all claims as proof of purchase.

**15. Personal details – where do they go? Who sees them?**

Refer customers to our privacy page <https://www.upandgo.com.au/privacy-policy/>

**16. I think I inputted my bank details incorrectly when trying to claim my prize, how do I check this?**

If your details are incorrect the payment will not be processed. Instead, you'll receive an email with another claim for where you can input your details again.

**17. When is the unclaimed prize draw held?**

A draw for any prize/s which are unclaimed by the Prize Claim Date may take place from amongst all non-winning entries on 03/03/2021 at 1:00pm AEDT. You must ensure you keep your proof of purchase should you be a second draw winner.

**18. How do I know if I have won in the unclaimed prize draw?**

In the case of a winner, prize winner/s will be notified by email within two (2) business days of the prize draw and their details published at [stashofcash.com.au](http://stashofcash.com.au) for a period of 28 days.

**19. I've purchased a promotional pack but can't enter the promotion yet?**

Participating packs may be available for purchase before the promotion starts, but you will not be able to enter until the promotion begins (12.01am AEDT on 01/11/2020).

Please refer to the full Terms and Conditions for more details.

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