

Sultana Bran Money Back Promotion Australia

Frequently Asked Questions

When does this offer start and end?

Offer commences on 26th June, 2023 at 12:01am AEST and ends on the 23rd July, 2023 at 23:59:59 AEST.

Who is eligible to participate in this offer?

This offer is open to Australian residents over the age of 18yrs.

How do I claim my money back?

- (a) Purchase a participating product from any grocery retailer within Australia including their online stores (excluding Amazon, eBay and Catch)
- (b) Visit www.kelloggs.com.au/sultanabrantaste, follow the prompts to the Promotion entry page for Australia; log in or register for a Kellogg's account (if not already registered) with personal details (first name, last name, email address and phone number)
- (c) fully complete the online entry form with all requested details and answer the following question in 20 words or more "Tell us why you did not love your Sultana Bran product?"
- (d) Upload a scanned copy or photo of the Qualifying Purchase Receipt for the qualifying transaction
- (e) Submit your redemption

Do I need to download an app to enter this offer?

You do not need to download a special app to enter the promotion.

I cannot log on using my username or password.

Please follow the links and instructions on the registration page. In the case that you experience any issues, please to send us your query via our "**contact us**" page and we can check your details for you.

What do I need to purchase to participate in this offer?

To be eligible to participate in this offer, you must purchase any one (1) of the "Participating Products" **in a single transaction** during the promotion period.

The Participating Products for Australia are:

Product	Package Size
Sultana Bran Original	420g
Sultana Bran Original	700g

How to best take a photo of your receipt and requirements for successful upload.

Ensure the receipt is in good condition, not damaged or in pieces. Images should be clear and in focus, not obstructed by objects. If the purchase receipt is missing any

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of the following information (participating product name, purchase price, retailer where the product was purchased, purchase date and time and receipt number), or is illegible or indecipherable, it will render the entry invalid. If the same receipt is submitted multiple times, the Promoter will render all entries using that one receipt invalid. Receipt upload has a maximum file size of 6MB each and the file types accepted are PDF, JPG, JPEG or PNG only.

How many times can I enter the offer?

Multiple claims are not permitted. Only one (1) claim is permitted per person during the Claim Period. Limit of one (1) claim permitted per qualifying transaction.

How much can I claim?

You will be redeemed the value of the original purchase price of the Participating Product as indicated on the claimant's receipt. Up to a maximum of AUD\$11.00

How will I receive the redemption?

Once the claim is successfully validated, the individual will receive a Digital Prepaid Mastercard within ten (10) business days of validation, to the email address specified in the claim.

How will I know my entry was submitted successfully?

Upon submitting a claim form, individuals will receive a confirmation on screen to confirm that their claim has been received for validation. You will then receive an email from: sultanabrantaste@kopromotions.com.au. Please add this email address to your safe senders list.

Do I need to keep proof of my purchase?

Yes, you must keep your receipt to be validated for redemption.

How long do I have to use my Digital Prepaid Mastercard?

The Digital Prepaid Mastercard requires activation within 30 days from the date of issue and is valid for 60 days once activated. Further T&Cs (including on the Digital Prepaid Mastercard) apply.

What happens if my entry was deemed invalid?

You will receive an email confirming your entry was invalid and have a chance to reply to the email and share an explanation for final validation.

What happens if I bought the product before or after the promotion period?

If the purchase occurs before 26th June or after 23rd July, the claim is invalid.

Where do my personal details go and who sees them?

Please visit https://www.kelloggs.com.au/en_AU/privacy-policy.html

Who do I contact if I have more questions?

Please contact our customer services team via the "contact us" page link on www.kelloggs.com.au/sultanabrantaste or call AUS: 1800 770 828