

# mum.

*Celebrate Acknowledge Appreciate*

## FREQUENTLY ASKED QUESTIONS

### **Is there a limit on how many of each of the Mother's Day Gift items I can purchase?**

There is a limit of 5 per account for each of our Mother's Day Gift items.

### **How long will the Mother's Day Gift items be available for?**

We will launch the Mother's Day Gift offering on Friday 2 April 2021 at 10am AEDT/12pm NZDT and the gift offering will be available until Sunday 9 May 11.59pm AEST/Monday 10 May 1.59am NZST or while stocks last. We do have limited amounts of stock available, so make sure you place your order to avoid disappointment.

### **Can I use my points to purchase the Mother's Day Gift items?**

As with all our Limited Time Offers (LTOs), you are unable to use points to purchase these items.

### **Can I use my AR balance to purchase the Mother's Day Gift items?**

Yes, you can use your AR balance to purchase our Mother's Day Gift items.

### **Am I able to process my order on my LRP template?**

You can add the Mother's Day Gift items to your LRP (Loyalty Rewards Program) template, but you will be required to "process now". You are unable to save the Mother's Day Gift items to your template.

### **Will I need to add a standard item to my LRP template in order for it to process?**

Yes, you will need to have a standard item on your order so that it will process, we recommend adding what you would like to your usual monthly LRP order and processing it now.

### **I have team members in Europe - are they able to purchase items from these offers?**

No. Only Australian and New Zealand account holders are able to purchase these items through the Australian or New Zealand warehouses.