

## Cracker FAQ

***\*\*Please note: The KidsCan office will be closed over the Christmas & New Year period from Wednesday 23rd December 2020, returning Monday 11th January 2021. Emails will be responded to and prizes sent out from Monday 11th of January 2021.***

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

Congratulations on winning a prize! The process for claiming your prize is simple, please see your ticket for details on how to claim your prize:

#### Instant prizes

- See your ticket on how to claim the below prizes:
  - o Tasti Smooshed Wholefood Balls
  - o Shoe Clinic \$10 Voucher
  - o Jumpflex Trampolines
  - o Lily Bee wraps
  - o Cookie Time Cookies
  - o Little Island Ice Cream
  - o Bakers Delight 6 pack Christmas tarts

#### Redeem through KidsCan

- Please email [marketingadmin@kidscan.org.nz](mailto:marketingadmin@kidscan.org.nz) with a picture of both sides of your winning voucher (must include voucher number) your delivery details and where you purchased your cracker.

#### These prize tickets are:

- o The Great NZ Cook Book or The Great NZ Baking Book
- o Little Live Pets S3 Bird with Cage
- o Little Live Pets S3 Single Bird
- o Series 8 Shopkins
- o TY Beanie Plush toy
- o Resene Paints \$50 voucher
- o EasiYo Yogurt Starter Pack
- o The Coffee Club \$20 Gift Card
- o Toyworld \$20 vouchers
- o Mystery Lego sets
- o Signed Warriors Rugby League balls
- o ZURU Bunch O Balloons
- o ZURU gift baskets
- o Countdown Vouchers
- o Aeromax Get Real Gear Jr. Doctor Lab Coat
- o Jens Hansen Golden Kiwi 9ct Gold necklace
- o 'How To Dad' book – by that How to Dad bloke

***\*If you have won the Vortex Spa, 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 prizes can not be collected without it.

**Please remember that our office is closed from 23 December 2020 until 11 January 2021.**

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

You can buy our KidsCan Christmas Crackers from Countdown, Harvey Norman, Shoe Clinic, Toyworld, The Coffee Club, EziBuy and NZ Safety Blackwoods or as a gift with purchase at BurgerFuel.

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

We have boxes of 20 crackers in stock and you can purchase these by emailing us at [marketingadmin@kidscan.org.nz](mailto:marketingadmin@kidscan.org.nz)

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

The last day you can buy crackers is the 27 December 2020. You have up until the 31 January 2021 to claim any prizes you may have won (good luck!).

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

Prizes claimed after Wednesday 23 December 2020 will be sent when our office reopens after the Christmas break on Monday 11<sup>th</sup> January.

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 post this out to you in the beginning of February.

### **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 10 business days to get to you from when we acknowledge that we have received your voucher and address details.

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

If you sent the voucher in to us between 23 December 2020 and 11 January 2021, we will send your prize out to you once we are back in the office on Monday 11<sup>th</sup> January 2021.

If you had sent the voucher in before 23 December 2020, 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 on the 11<sup>th</sup> January 2021.

### **Are the KidsCan Christmas Crackers tax deductible?**

In short, no. A donation qualifies for a tax deduction as it is an unconditional gift. Where you receive something in return (i.e. the cracker), the amount paid no longer becomes a donation. The purchasing of a Christmas Cracker is the right to enter a chance of winning a prize and does not constitute a donation and therefore unfortunately does not qualify for a tax deduction.