

# Guinness Rugby Free Glass Promotion FAQs

## 1. How do I redeem my prize?

To redeem your engraved Guinness glass, you must scan the QR code on the Guinness rugby themed POS (point of sale) material in all participating Tesco, Supervalu, Centra and Eurospar stores across the island of Ireland (please note, participating Eurospar stores will be in the Republic of Ireland only). Once you scan the QR code, a pre-populated SMS will open on your mobile – either click send or type a new SMS “GUINNESS” to 88101 (NI) or 50400 (ROI). You will then receive a SMS with a link [<http://www.guinness.com/en-ie/experiences/guinness-rugby-free-glass>], click the link then follow the on-screen instructions. You will need to fill in a form with your details and to verify your mobile and/or Postcode/Eircode has not been used before. You will then need to scan your Guinness Nitrosurge can via your Smartphone camera to demonstrate proof of purchase, then you will receive a unique one-use code and a link to a promotional page on Guinness Storehouse website to redeem your free glass. Please note, you will need to allow camera access on your smartphone in order to scan your can of Guinness Nitrosurge. On Guinness Storehouse website, insert a message up to 30 characters long to be engraved on your glass, then click ‘ADD TO CART’. Please note, we are unable to engrave any inappropriate messages or foul language. At the checkout, you must enter your unique code into the box labelled “DISCOUNT CODE”, click ‘APPLY’ and then proceed to add your delivery details.

## 2. How much will it cost me to send the SMS?

The SMS is free to send in ROI and on most networks in UK (depending on your network tariff in UK only). Please check with your mobile operator if you are unsure.

## 3. Do I need to pay for delivery of the glass?

Free delivery, within the island of Ireland, is automatically included for one engraved glass per unique code only. You may purchase additional products on the Guinness Storehouse website at your own cost at the same time you redeem your glass, but please note if you do this free delivery will no longer apply.

## 4. Can I buy other items on the Guinness Storehouse website?

Yes. You may purchase additional products on the Guinness Storehouse website at your own cost at the same time you redeem your glass, but please note if you do this free delivery will no longer apply.

## 5. How many glasses are available and when?

There are 7000 glasses available on a first come first serve basis between 00.01 GMT 7th January 2024 and 23:59 GMT 16th March 2024 inclusive. Any requests outside the promotional period will be void and will not be included in the Promotion.

## 6. Can I redeem more than one glass?

One redemption only per mobile number and/or per household, will be accepted to redeem the free gift during the promotional period. We reserve the right to request proof of purchase so please keep your receipt or take a photo of your receipt. You may be asked to send this via SMS or email.

**7. I am getting a rejection message saying my mobile and/or and/or Postcode/Eircode has already been used**

Please contact [Guinness@Return2Sender.ie](mailto:Guinness@Return2Sender.ie). Households will be tracked via Postcode/Eircode. If our records show that the mobile number and/or Postcode/Eircode has already been used within the promotional period, you will receive a rejection message. This message will contain a contact email address [Guinness@Return2Sender.ie](mailto:Guinness@Return2Sender.ie) for any queries. In the event that 1 or more consumers taking part in the promotion have the same Postcode/Eircode, please contact [Guinness@Return2Sender.ie](mailto:Guinness@Return2Sender.ie) and we will manually check your address. If this address has not already been used within the promotional period, a discount code to redeem a free glass will be provided. We reserve the right to request proof of purchase so please keep your receipt or take a photo of your receipt. You may be asked to send this via SMS or email.

**8. My discount code does not work?**

Please ensure that you enter your code exactly as it was delivered to you without spaces. Your discount code can be used once only so please ensure that you have not previously claimed with that code. If you are still experiencing technical issues, please email [Guinness@Return2Sender.ie](mailto:Guinness@Return2Sender.ie) and include your mobile number and the discount code that you are experiencing issues with.

**9. What is included in the promotion?**

As part of the promotion, you will receive a free Guinness Engraved Pint Glass and free shipping. You will have to use the discount code provided to get 100% off your glass at the checkout page. Free shipping is automatically applied to your order at checkout. Note, you may purchase additional products on the Guinness Storehouse website at your own cost at the same time you redeem your glass, but please note if you do this free delivery will no longer apply.

**10. How long will it take for my glass to arrive?**

Your package is fulfilled the same day as your order (subject to change). \*Please note this does **not** confirm same day dispatch. The estimated delivery time can vary from **3 to 5 working days** depending on the service you select at the checkout and the destination.

**11. I have not received my glass delivery, or it has arrived damaged**

Please contact [Guinness@Return2Sender.ie](mailto:Guinness@Return2Sender.ie)

**12. I cannot scan the can**

To take part in the promotion you must have a smartphone with a camera and capable of running the latest versions of Chrome or Safari installed, supporting WebGL and native Web-AR. iOS users must have iOS 11 or later installed and internet access to claim. Please ensure that you are in a setting with adequate lighting and that you have camera permissions enabled. For camera permissions please refer to the following:

- Safari: Open Settings, select Safari, select Camera, select Allow.
- Chrome: Open Settings, select Chrome, allow camera access.

You may also need to review your blocked and allowed sites and enable accordingly.

**13. I need help with something else**

Please contact [Guinness@Return2Sender.ie](mailto:Guinness@Return2Sender.ie)