

**StarHub Prepaid Top-Up Promotion at SAM Kiosk
Frequently Asked Questions**

1. How do I redeem for the rewards?
Top-up \$10 Happy Prepaid via SAM Kiosks to redeem 1 cup of iJooz orange juice.
2. When is the promotion period?
18 Dec 2018 to 31 Jan 2019
3. When is the redemption period?
18 Dec 2018 to 28 Feb 2019
4. How do redeem iJooz orange juice?
 - Select iJooz QR Pay icon at any iJooz vending machine
 - Scan your iJooz QR code on your receipt
 - Redeem your free orange juice
5. How many times can I redeem the rewards?
There is no limit to the number of times you can redeem.
6. If the print on my receipt(s) has faded, what can I do to redeem the reward?
The receipt cannot be replaced if lost, defaced, damaged, stolen and/or voided.
7. If I've misplace/forgotten to take the top-up receipt, can I request for a reprint? And how do I go about doing it?
The receipt cannot be replaced if lost, defaced, damaged, stolen and/or voided.
8. If the SAM Kiosk runs out of receipt, and I did not receive a top-up receipt, how can I redeem the free treats?
Kindly contact SingPost customer service hotline at 1605 to request for a reprint of receipt. SingPost will provide a duplicate receipt, which you can be used to redeem free orange juice at any iJooz vending machine.
9. Am I eligible for the redemption if I top up via SAM web/app?
No, this promotion is only for top-ups via SAM Kiosks.