

***ABOUT THE PROMOTION:***

**Q: What do I receive for making a qualifying purchase?**

A: If you make a qualifying purchase of \$10 or more of any all® laundry products in one (1) transaction by 11/15/15 before coupons and taxes, you will receive a code that must be entered online to download one (1) coupon for \$5 off an admission to see The Peanuts Movie by 12/31/15 or while The Peanuts Movie is still in theaters, whichever comes first.

**Q: How long does this program run?**

A: The program will run from 9/1/15 at 12:01am to 11/15/15 at 11:59pm PST. Please visit [www.allpeanutsmovie.com](http://www.allpeanutsmovie.com) to see the Official Terms & Conditions.

**Q: I have a question about submitting my receipt. Who can I contact?**

A: You can call (800) 290-0816 M-F between the hours of 9am – 5pm EST or email [customerservice@tpgny.com](mailto:customerservice@tpgny.com) for any questions regarding the promotion or submission process.

**Q: What retailers are running this offer?**

A: You can make the purchase from any retailer in the US that sells the participating all® products in its physical stores. Online retailers include Amazon.com and Walmart.com only.

**Q: How will I receive my offer?**

A: A code to redeem your \$5 e-Movie cash will be sent via email or text. The code will be sent the same way the receipt was submitted for validation to qualified shoppers.

**Q: Where can I find more details about this promotion?**

A: To find out more information about this promotion please visit [www.allpeanutsmovie.com](http://www.allpeanutsmovie.com).

**Q: What are the dates of this promotion?**

A: All purchases related to this promotion must be made between 9/1/15 at 12:01am and 11/15/15, 11:59pm PST. Pictures of your receipt must be submitted by 11/30/15, 11:59pm PST. Once your receipt is submitted and validated, you will receive a code that must be entered online to download one coupon for \$5 off an admission to see The Peanuts Movie. The code as well as the \$5 e-Movie cash expires on 12/31/15 or while The Peanuts Movie is still in theaters, whichever comes first.

**Q: What mobile devices work with this promotion?**

A: Any mobile device works, provided that the mobile device is equipped with a digital camera and the ability to send the picture via MMS or email.

**Q: Does this offer only work with certain web browsers?**

A: This offer works in all web browsers (e.g. Internet Explorer, Chrome, Mozilla Firefox, Safari).

***ABOUT QUALIFYING PURCHASES:***

**Q: What are the qualifying products for this campaign?**

A: Any 'all laundry products would qualify. For a complete list of products please visit [www.allpeanutsmovie.com](http://www.allpeanutsmovie.com).

**Q: Is sales tax included towards my qualifying purchase?**

A: Sales tax is not included towards the qualifying purchase threshold.

**Q: What value of all® products do I need to buy to qualify for this promotion?**

A: You must make a qualifying purchase of at least \$10 in all® products before coupons and taxes in one transaction.

**Q: Can my qualifying purchase be made over multiple shopping trips?**

A: No, qualifying purchases must be made in one transaction and indicated on one original cash register receipt.

***PERSONAL INFORMATION QUESTIONS:***

**Q: Do I have to give any personal information to redeem this offer? If so, what specific information is required?**

A: You will need to provide the following once your receipt has been validated on [www.allpeanutsmovie.com](http://www.allpeanutsmovie.com): Name, Address, City, State, Zip Code and Email Address.

**Q: Are there any legal commitments involved in this program on the part of the shopper?**

A: The shopper must purchase \$10 of participating all® products in one transaction before coupons and taxes to qualify for this program.

**Q: Do I need to turn off firewalls or virus protection programs to participate in the program?**

A: No, firewalls do not need to be turned off for participation.

**Q: Do I have to register in order to participate?**

A: There is no registration required for participation.

***REDEMPTION QUESTIONS:***

**Q: What happens if I lose my original receipt? Can I use a copied receipt?**

A: No copies or facsimiles will be accepted.

**Q: How can I redeem the offer?**

A: You can text your receipt via MMS or email to [code@allpeanutsmovie.com](mailto:code@allpeanutsmovie.com) or upload your receipt at [www.allpeanutsmovie.com](http://www.allpeanutsmovie.com).

**Q: How are multiple submissions of the same receipt handled?**

A: Multiple submissions of the same receipt will not be accepted. If multiple submissions of the same receipt are sent in for validation, you will receive a message indicating that the receipt is not valid and your receipt will not be validated.

**Q: How can I follow up to see a status of my submission?**

A: Shortly after the receipt of a submission via **text** or **SMS message**, you will receive one (1) text response from TPG Rewards Inc. to the mobile number used to submit the receipt notifying you of the status of your submission. You will receive either a code to receive your ticket to The Peanuts Movie or an error message why the receipt submission could not be processed. Shortly after the receipt of a submission via **email**, you will receive two (2) email messages from TPG Rewards Inc. to the email address used to submit the receipt. The first email will notify you 1) that your receipt submission has been received and is being processed. The second email will notify you the status of your submission. You will receive either a code to receive your ticket to The Peanuts Movie or an error message why the receipt submission could not be processed.

***PHOTO QUESTIONS:***

**Q: Can multiple receipts be photographed for redemption at the same time?**

A: No, qualifying purchases must be made in one transaction, on one receipt. Each photo can only contain one receipt.

**Q: What do I do if the program does not validate my receipt?**

A: If the receipt is not validated by the system, the system will send you a message indicating why the receipt could not be processed. The image of the receipt can be resubmitted for processing. Receipts that are submitted and determined to not comply with the program requirements will receive a notification why the submission was rejected.

**Q: What part of the qualifying receipt should be photographed for redemption?**

A: You will need to take a photo of your entire receipt. Here are some tips on taking a good picture:

1. **VERY IMPORTANT:** Make sure the following is visible on your receipt and place a check next to these items:
  - Retailer's Name/Logo
  - all® products purchased and corresponding price for each (ensure the total is \$10 or more before coupons and taxes in one transaction)
  - Date and Time of purchase

- Receipt total
2. Flatten the receipt and take a clear photo.
  3. Review the image quality before submitting. Please check that the image is clear.
  4. The maximum size of the image submitted should be 5MB and the image should be as a .jpg file
  5. If the receipt is too long, please fold the receipt so the retailer's name/logo, all® products purchased with corresponding price for each, date, time and total amount purchased is clearly visible in the photo.

**Q: Do I get one chance to try the validation?**

A: You will be given two tries before you are given a message stating that you must use the mail in option.

**Q: Will I be told why a receipt submission failed?**

A: You will be given a reason as to why your receipt could not be validated.

**Q: How will receipts be validated?**

A: A system will capture and digitize your receipt to validate that you have purchased \$10 or more of all® product before coupons and taxes in one transaction during the promotional period.

**Q: How long will it take to know if my receipt qualified?**

A: Processing times vary and are dependent on the mobile device connectivity, internet speeds and other factors. Typical processing times usually range from 7-10 minutes. There are instances when processing times may exceed 10 minutes.

***e-MOVIE CASH TICKET QUESTIONS:***

**Q: How do I use my e-Movie Cash Ticket?**

A: Valid towards in-theater purchases only. Print your e-Movie Cash Ticket and use it at any participating theater (to locate a participating theater go to [www.emoviecash.com/locator](http://www.emoviecash.com/locator)). The e-Movie Cash Ticket can be printed (1) one time for up to 7 days after you have received the confirmation email. After 7 days, you will no longer be able to print your e-Movie Cash Ticket from the confirmation email. E-Movie Cash Tickets can be used for up to \$5 off one admission to see The Peanuts Movie. Your e-Movie Cash Ticket is not valid with any other offer; no cash will be provided as change. E-Movie Cash Tickets are not redeemable for cash, and are only valid in the United States. E-Movie Cash Tickets cannot be replaced if lost, stolen, damaged or expired. Subject to Terms and Conditions on offer's website.

**Q: Can e-Movie Cash Tickets be used for “no pass/no coupon” showings?**

A: Yes, you may use your e-Movie Cash Ticket for any showing of The Peanuts Movie at any participating theater.

**Q: What happens if my admission is more than \$5.00?**

A: If your ticket price is more than \$5.00 you will be responsible for paying the difference at the box office.

**Q: Which theaters will accept my e-Movie Cash Ticket?**

A: For a list of participating theaters, please go to [www.emoviecash.com/locator](http://www.emoviecash.com/locator).

**Q: What should I do if a participating e-Movie Cash theater does not accept my e-Movie Cash Ticket?**

A: As long as the e-Movie Cash Ticket has not expired, you may call (800) 290-0816 M-F between the hours of 9am – 5pm EST or email [customerservice@tpgny.com](mailto:customerservice@tpgny.com). Please provide details on the theater, and we will contact that theater and advise you on when you may return to use your e-Movie Cash Ticket.

**Q: I have a theater in my area that does not accept e-Movie Cash. What can I do?**

A: If you do not have a participating theater within 30 miles, please call (800) 290-0816 M-F between the hours of 9am – 5pm EST or email [customerservice@tpgny.com](mailto:customerservice@tpgny.com).

**Q: There are no participating theaters in my area. What can I do?**

A: If you do not have a participating theater within 30 miles, please call (800) 290-0816 M-F between the hours of 9am – 5pm EST or email [customerservice@tpgny.com](mailto:customerservice@tpgny.com).

**Q: What can I do if I lose my e-Movie Cash Ticket or need to reprint it?**

A: All e-Movie Cash Tickets not printed within 7 days will be considered lost and can not be replaced or refunded. Lost, misplaced, damaged or expired e-Movie Cash Tickets will not be replaced or refunded.

**Q: My e-Movie Cash Ticket has expired. Can I get a replacement?**

A: No. Expired e-Movie Cash Tickets may not be replaced. E-Movie Cash Tickets for this promotion will expire on 12/31/15, or while The Peanuts Movie is still in theaters, whichever comes first.

**Q: Can I make copies of my e-Movie Cash Ticket?**

A: No. Mechanically reproduced, forged or altered e-Movie Cash Tickets will not be accepted. Fraudulent submission could result in federal prosecution under mail fraud statutes.

**Q: I do not have access to a printer. How can I print out my e-Movie Cash Ticket?**

A: The confirmation email can be printed (1) one time for up to 7 days after you have received the email. During this time you are able to forward your email to an account or person with access to a printer. Your Ticket will not be available after 7 days. You can also download and save the e-Movie Cash to your mobile phone and show it to the theater when you go to make your ticket purchase.

**Q: The theater is asking for my address and zip code to enter into their POS terminal, what do I tell them?**

A: The theater should enter the address and zip codes printed on your e-Movie Cash Ticket. The address is 111 John Street, New York, NY 10038.

**Q: I have a question or complaint about a movie theater.**

A: E-Movie Cash operates independently from the theaters. If you have a specific question regarding your local theater, i.e. available theater amenities, certificate category, age policies or when a particular movie will be coming to your local theater, you must contact the theater directly. All laundry and TPG rewards are not associated or affiliated with participating movie theaters.

**Q: How do I contact e-Movie Cash Customer Service?**

A: To contact e-Movie Cash customer service, please call (800) 290-0816 M-F between the hours of 9am – 5pm EST or email [customerservice@tpgny.com](mailto:customerservice@tpgny.com).

ADD QUESTION:

**Q: When is the last day I can go see The Peanuts Movie using my e-Movie Cash Ticket?**

A: The e-Movie Cash ticket will expire on 12/31/15 or until The Peanuts Movie is no longer in theaters, whichever comes first, and can be used up to this date or . Please note theatrical release and engagement dates are subject to change. We recommend checking dates and show times at participating theaters. You will not receive a refund or reimbursement if the e-Movie Cash Ticket is not redeemed by 12/31/15 or until The Peanuts Movie is no longer in theaters, whichever comes first.