

QUESTIONS ON MOONCAKES

1. What is/are the flavour/s of the mooncakes?

The Guinness Snowskin Mooncake contains a white coffee flavoured lotus paste, with a Guinness-infused chocolate ganache wrapped in a white chocolate shell.

2. What are the ingredients in the mooncakes?

Lotus Seeds, Palm Oil, Coffee Powder, Cocoa Butter, Guinness Foreign Extra Stout, Milk Powder, Bamboo Charcoal Powder, Coffee Essence, Soy Lecithin, Sugar, Thickening Agent

3. What is the alcohol percentage in the mooncakes?

The alcohol used for each piece of mooncake is minimal, as a large amount of alcohol has been evaporated during the manufacturing process. However, it is not recommended for consumers who are below legal drinking age (18-years-old) to purchase or consume the product.

List of common dietary restrictions and if the mooncakes are suitable for them, or not

- Gluten-free – Not suitable, contains wheat
- Lactose intolerant – Not suitable, contains milk
- Vegetarian – Not suitable, contains milk
- Vegan – Not suitable, contains milk
- Pescatarian – Yes suitable

4. How long can the mooncakes be kept for without refrigeration?

We recommend consumption of the Guinness Snowskin Mooncakes within an hour without refrigeration.

Additional response for specific questions:

- The mooncakes have a shelf life of 90 days if it is kept frozen and stored below 12 degrees.
- The expiry date is printed on each individual mooncake packaging

QUESTIONS ON MOONCAKE PROMOTION

1. When will the promotion be available till?

The Guinness Snowskin Mooncakes is available from 24 August 2018 (on Redmart & FairPrice On) and 1 September 2018 (leading supermarkets – Fairprice, Cold Storage, Giant, Sheng Siong, Prime), while stocks last.

2. What are the promotion mechanics?

Redmart/FairPrice On

Consumers will receive a box of Guinness Snowskin Mooncakes (4pcs/box) worth \$58 with every purchase of 4 x 4-can Guinness Draught in Can pack.

Leading Supermarkets (Fairprice, Cold Storage, Giant, Sheng Siong, Prime)

Consumers can redeem a box of Guinness Snowskin Mooncakes (4pcs/box) worth \$58 with a minimum spend of \$90 on Guinness products. Consumers can also pay \$28 for their mooncakes to be home delivered.

3. Is there a limit to the number of packs each consumer can purchase?

There is no limit to the number of Guinness packs that consumers can purchase. However, you can only redeem 3 boxes of mooncake for every NRIC. Redemption of the mooncakes is on a first-come-first-serve basis, while stocks last.

4. How do I redeem my mooncakes?

- Step 1: Proceed to **guinness-redemption.com.sg** after purchasing Guinness products (Guinness Draught in Can and/or Guinness Foreign Extra Stout in any pack type)
- Step 2: Select **Self-Collect** or **Home Delivery** (chargeable @ \$28)
- Step 3: **Self-Collect**: Select your preferred date. **Home Delivery**: Submit your receipt for verification and make payment through PayPal.
- Step 4: **Self-Collect**: Bring along NRIC, Original Receipt & Confirmation Email and proceed down on your date of collection. **Home Delivery**: Wait for confirmation call within 1-2 working days.

5. What do I have to present at point of redemption?

Please bring your NRIC, original receipts and redemption letter for verification purposes.

1. Where is the redemption centre?

For all purchases made through major supermarkets, you may redeem Guinness Snowskin Mooncakes (4 pcs/box) at:

Letrain Events And Marketing Pte Ltd
 2 Havelock Road, #03-01 Havelock II, Singapore 059763
 Tel: +65 6336 4688

2. What are the opening hours of redemption centre?



Letrain Redemption Centre
 2 Havelock Road,
 #03-03 Havelock II,
 Singapore 059763

Redemption Operating Hours
 Monday to Saturday
 11.30am to 8.00pm

Sunday Extension Timing
 11.30am to 3.30pm

Sunday Extension Dates:

- 2 Sept – Sunday
- 9 Sept – Sunday
- 16 Sept – Sunday
- 23 Sept – Sunday

3. Can I opt for home delivery?

Yes, you may. A delivery charge of \$28 applies. The available time slots for home delivery are:

- Morning Slot (9am to 12pm)
- Afternoon Slot (12pm to 3pm)
- Evening Slot (3pm to 6pm)
- Night Slot (6pm to 10pm)

4. Can I use multiple receipts for redemption?

Yes, you may accumulate up to three receipts for each redemption. Submission of duplicate receipts will be rejected. Each NRIC is entitled to a maximum of three redemptions.

5. How much does a box of mooncakes cost?

(Refer to the promotion mechanics)

6. I purchased the Guinness packs but I am unable to pick it up from the redemption centre, am I able to have a proxy collect it on my behalf?

The authorised personnel is required to present an authorisation letter with a copy of your I/C and his/her I/C, redemption letter and the original receipts for verification purposes.

7. Where can I find out about the balance quantity of Mooncakes up for redemption?

You may visit guinness-redemption.com.sg to check the quantity before making a purchase.

8. I purchased the Guinness packs via Redmart or Fairprice Online but I have yet to receive my mooncakes. Who should I write in to?

For all online purchases via Redmart or FairPrice On, please contact the retailers directly.