

UNILEVER “OWN YOUR LOOK” PROMOTION FAQ’S

Updated 5-2-17

“OWN YOUR LOOK” Loyalty Program At PUBLIX

About The Promotion

What do I receive for making a qualifying purchase?

A \$10 Publix Gift Card by mail every time you purchase \$30 in participating Unilever Personal Care products. You will be required to “cash out” from inside your account to receive your gift card(s). Card(s) will not be automatically sent when the threshold is met.

What are the participating products for this promotion?

**Axe®
Caress®
Degree® Men and Degree® Women
Dove®
Dove® Men+Care®
Lever 2000®
Nexxus®
Noxzema®
Pond's®
Q-tips® Cotton Swabs
Simple®
St.Ives®
Suave® and Suave® Men
TRESemmé®
Vaseline® and Vaseline® Men**

What are the effective dates of this program?

Promotion runs 11/7/16-12/31/17. These dates are subject to change with written notification via email.

What retailers are running this offer?

Only Publix is running this offer. Purchases on Publix.com do not qualify. Purchases must be made at Publix retail locations.

Can my qualifying purchase be made over multiple shopping trips?

Yes. Qualifying purchases can be made in multiple transactions. Multiple, unique receipts can be uploaded to your account for tracking.

Can my purchases be made at different Publix stores?

Yes, qualifying purchases can be made at any Publix store.

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

You can contact Customer Care for this program via email, by sending an email to customerservice@tpgny.com, or call 1-800-290-0816, Monday – Friday, 9am – 5pm EST.

How will I receive my gift?

Publix Gift Cards will be sent by mail to qualifying shoppers when you click the “cash out” card icon from inside your program account. Card(s) will not be automatically sent when the threshold is met. Cards will arrive in 4-6 weeks after requested.

Where can I find more details about this program?

To find more information about this program visit www.OwnYourRewards.com

What mobile devices work with this program?

You may take the picture of your Publix receipts with any camera or camera-enabled mobile device. Then, you may use your mobile phone, tablet, or laptop computer to upload the image of the receipt for validation, by logging into your account on www.OwnYourRewards.com. Once logged in, you will have the opportunity to submit one (1) receipt at a time. Only one (1) receipt may be processed at a time.

Does this offer only work with certain web browsers?

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

[Why do I need to create an account?](#)

You need to create an account to upload Publix receipts for validation, to track your purchases to reach the \$30 threshold to qualify for the program offer, and to choose to “cash out” for your reward(s).

About Qualifying Purchases

[What are the qualifying products for this campaign?](#)

Axe®
Caress®
Degree® Men and Degree® Women
Dove®
Dove® Men+Care®
Lever 2000®
Nexus®
Noxzema®
Pond's®
Q-tips® Cotton Swabs
St.Ives®
Simple®
Suave® and Suave® Men
TRESemmé®
Vaseline® and Vaseline® Men

[Is sales tax included towards my qualifying purchase?](#)

No, sales tax is not included towards toward your total purchase.

[What value of Unilever products do I need to buy to qualify for this promotion?](#)

You must make a qualifying purchase of at least \$30 in participating Unilever Personal Care products see to receive a \$10 Publix Gift Card

[Do I have to purchase multiple Unilever Personal Care brands to qualify or does a purchase of one product count, as long as the purchase price matches the amount requested by the program?](#)

As long as the price requirement is met you may purchase one or multiple products.

Personal Information Questions

[Do I have to give any personal information to redeem this offer? If so, what specific information is required?](#)

We will need: Name, Address, City, State, Zip Code, Birthday Month, Email Address and Phone Number.

[Are there any legal commitments involved in this program on the part of the shopper?](#)

The shopper must purchase \$30 or more of participating Unilever Personal Care products at Publix to qualify for this program.

[Do I need to turn off firewalls or virus protection programs to participate in the program?](#)

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

[Do I have to register in order to participate?](#)

Yes, registration is required to track your receipts and purchases towards the purchase threshold. Registration is necessary even if you qualify in a single purchase.

[Do I have to agree to Terms of Service before proceeding in this offer?](#)

Yes, you must agree to Terms of Service to participate in this offer.

Redemption Questions

[What happens if I lose my original receipt? Can I use a copied receipt?](#)

No copies or facsimiles will be accepted.

[Where do I mail my qualifying receipt for this program?](#)

All receipts must be uploaded through the promotion website. However, if you try unsuccessfully to upload a single receipt three (3) times and it cannot be read by the receipt-validation system, you will have the opportunity to download and print out a mail-in form, and send it along with the original receipt, via US mail, for validation. The mail-in form and original receipt should be sent to:

Unilever Own Your Look Offer
29 Broadway
Suite 1400
New York, NY 10006

[How can I redeem the offer?](#)

You must create an account and upload your receipt through the Own Your Look Loyalty Website (www.OwnYourRewards.com) to submit photo(s) of your receipt(s) and to track your purchases. Once you reach the promotion threshold you will be required to “cash out”, using the card icon, from inside your account to receive your gift card(s). Card(s) will not be automatically sent when the threshold is met.

[What is the last day to upload my qualifying receipt?](#)

Completed requests must be submitted online via upload to the website by 1/31/18. This date is subject to change with written notification via email.

[How many times can I qualify for the offer?](#)

You may accumulate \$30 in spending a total of fourteen (14) times, during the program. As such, you may achieve up to fourteen (14) \$10 Publix Gift Cards during the promotional period. Limit fourteen (14) \$10 Publix gift cards per member.

[How are multiple submissions of the same receipt handled?](#)

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 bounce-back message indicating that the receipt is not valid and your receipt will not be validated.

[How can I follow up to see if my request is in process or find out when I will get my gift with purchase?](#)

To follow up on the status of your request please email customerservice@tpgny.com or call 1-800-290-0816, Monday – Friday, 9am – 5pm EST.

Photo Questions

[Can multiple receipts be photographed for redemption at the same time?](#)

No, each image can only contain one receipt image. Each image should be submitted separately once the previous image is validated.

[What do I do if the program does not recognize my receipt, even if it has never been redeemed before?](#)

If the receipt is not recognized by the system, the system will send you a message, which will provide access to a mail-in form to download, print out, and fill in, and then mail this in, with your original Publix receipt, to

Unilever Own Your Look Offer

29 Broadway

Suite 1400

New York, NY 10006

[What part of the qualifying receipt should be photographed for redemption?](#)

You will need to take a photo of your entire receipt. Here are some tips on taking a good picture: VERY IMPORTANT: Include the following in the picture of your receipt:

- Retailer's Name/Logo
- Unilever products purchased and corresponding price for each
- Date and Time of transaction
- Total Amount purchased
- Flatten the receipt and take a clear photo.

Review the image quality before submitting. Please check that the image is clear. If receipt is too long please fold the receipt so that the Unilever Personal Care products are clearly visible, and corresponding price for each, along with the retailer's name/logo, date and time of transaction, and total amount purchased on the receipt.

[Do I get one chance to try the validation?](#)

You will be given three (3) tries before you are locked out or are given a message stating that you must use the mail in offer form and send this in, along with your original receipt, to the address listed above.

[Will I be told why a picture failed?](#)

You will be given a reason in the return email why your receipt may not have been able to be read through the digital receipt verification.

[How will receipts be validated?](#)

A system will capture and digitize your receipt to validate that you have purchased participating Unilever Personal Care products towards the purchase threshold.

[How long is the turn around to get the 'success' or 'failed' message?](#)

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