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Popcultcha Help Desk

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Pennies Program

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Popcultcha Pennies is our rewards program.

We want to thank you for your loyalty to Popcultcha, so our Popcultcha Pennies are a way for us to give back to you, our loyal customer.

Pennies are earned on product purchases, as well as in the following methods.

- Earn 2 Pennies for every Australian Dollar spent on products, purchased via our website (excluding shipping).
- Earn 30 Pennies for creating an online account.
- Earn 50 Pennies for reviewing a product (once approved and confirmed purchase through Popcultcha). "The reviews are temporarily unavailable until our website changes hosts, which should be the first quarter of 2017"
- Earn 25 Pennies for signing up to our newsletter.
- Earn 100 Pennies for your first purchase.

Popcultcha Pennies can be redeemed in a number of ways. You can use your pennies for discounts off your orders in the following ways

- 400 Pop Pennies = \$10 AUD off your next purchase
- 750 Pop Pennies = \$20 AUD off your next purchase
- 1500 Pop Pennies = \$50 AUD off your next purchase
- 2000 Pop Pennies = 10% off your next purchase

To track your pennies please visit your Account section of the website or by clicking on the following link once you're logged in. **[My Popcultcha Pennies](#)**

Pennies earned for product purchases are awarded to you once your order is shipped from our warehouse.

Disclaimer - Popcultcha pennies

Popcultcha Pennies are calculated automatically through the website based on rules relating to your purchases.

Popcultcha reserves the right to adjust the pennies awarded to a customer. We will need to do this from time to time if the website mis-calculates the pennies which should have been awarded to a customer purchase. If in this circumstance Popcultcha adjusts your pennies, you will be notified in writing of such an event.

Further, Popcultcha reserves the right to cancel Popcultcha Pennies or cancel a redemption should the pennies have not been awarded correctly. Again, you will be notified in writing should this event arise.

Popcultcha pennies are not redeemable during sales.

Pennies cannot be used to purchase any online gift cards and will not be earned on gift card purchases.

Pennies must be used at the beginning of a transaction.

You can redeem your pennies in the View Cart page before Checking Out.

Lastly, Popcultcha reserves the right to change our Popcultcha Pennies reward program at any time without notice.

Phew!! - now all that's out of the way.... happy shopping Cultcha Kids! Knock yourself out!!

FAQ's Below.

Q - How can I redeem pennies?

A - Redeeming pennies is super simple. After you register as a customer, every product you buy while logged into your account earns pennies to spend on anything on our website. You use pennies at the checkout and get a discount off a future purchase.

Q - Do Popcultcha pennies ever expire?

A - No! Once you earn them, they're yours forever.

Q - How do I know how many pennies I have?

A - Just log in to your account. You can then view all your Popcultcha Penny info in one handy place. You can also sign up to receive a monthly email statement with your total pennies in it.

Q - Will I earn Popcultcha pennies if I check out as a guest?

A - Sorry no. You need to register to earn Popcultcha Pennies. It's really easy to register so get involved.

Q - I forgot to log into my account* when I placed my order, can I still get my points?

A - Providing you alert us with 1-2 days of the order being placed we can award them manually, however please be aware that we can only do this as a once off. You will be reminded to make sure you log in to receive your points.

*** Accounts made after placing an order are not part of this exception.**

Q - Are Popcultcha pennies transferrable between orders?

A - If you place an order and decide to redeem your Popcultcha Pennies as a discount against that order and then subsequently decide to cancel that order, the Pennies redemption is final and lost on that cancelled order. Once Pennies are spent on a particular product, they are gone!

Q - Can I transfer Pennies between accounts?

A - No, all pennies attached to an account cannot be altered or transferred.

Q - My Pennies do not seem to be correct, What do I do?

A - Please contact us with your account details (email address) and/or an order number so we can check on, and correct your pennies.

Q - I have "Pending Pennies" in my account, but I have received all of my items. What can I do?

A - Please contact us with both the email address you use for your account, and the order

number that the pennies seem to be attached to, so we can get it fixed up for you.

Q - I made a purchase via Lay-By or over the phone (Offline purchases). Do I get Pennies?

A - You may, but this needs to be discussed with the team member who creates your order for you, at the time of placing the order. If a an order is placed with a discount or via our Lay-By system, the purchase may not be eligible to receive Pennies. Please speak to the customer service rep while on the phone about this, as notes will need to be attached to your order at the time of placing it.

Purchases made at conventions are NOT eligible to receive pennies.

Q - When will I receive my pennies for writing a review?

A - Once you have submitted your review after you have received your item(s), it will be read by one of our Popcultcha Staff and either approved or not approved. Popcultcha reserves the right to approve, not approve and edit reviews at the discretion of our Staff. Reviews are intended to assist our lovely customers with their purchases, so please tell us what you liked about the product and don't use any inappropriate language.

* Limit of 10 reviews allowed per day. * Reviews are finalised every 1-2 months.

Please note: Product reviews will only be approved if you have purchased the item through the Popcultcha website, using the same email address as the account being used to place the review. You cannot review the same product more than once.

Comments