UPGREAT x RebateMango FAQ:

General:

1. **What is Shop & Earn in UPGREAT app?**
   Shop & Earn is a category on UPGREAT where UPGREAT members can shop online and earn UPGREAT Points!

2. **The store that I would like to purchase from is not listed on Shop & Earn category. However it is listed on RebateMango website. Can I still earn UPGREAT points when I purchase from RebateMango site directly?**
   Yes you can. You will need to simply select UPGREAT Points from the rewards dropdown to earn UPGREAT Points on RebateMango's site.

3. **Are all the stores on Shop & Earn web based?**
   Lazada & Shopee in Shop & Earn category are app based. The rest of the stores in Shop & Earn category are web based. For the best experience, please ensure you have the store app before you start shopping.

Account Related:

1. **Do I need to sign up for a RebateMango account prior to using the Shop &Earn category in UPGREAT?**
   Your account will be created automatically on RebateMango's site when you have clicked on your first "Shop and Earn Now" tab in the UPGREAT app. You will be prompted to allow RebateMango to create an account using the same email address as registered for your UPGREAT account.

2. **Can I login to RebateMango's website directly with my registered UPGREAT account email address?**
   For all first timers, you must login and register via UPGREAT. If you are a current UPGREAT/RebateMango customer, you can do so.

3. **I have an existing RebateMango account. However, the email address differs from my UPGREAT account. Can I still earn UPGREAT points via the Shop & Earn category in UPGREAT?**

   You must go through the Shop & Earn category in UPGREAT to register your account first. If your email address is different, a new RebateMango Account will be created for you. You can still earn UPGREAT points via the UPGREAT app with this new account. If the email address is the same, we will merge the accounts into one account in RebateMango.

Rewards Related:

1. **How do I earn UPGREAT points in the Shop & Earn category?**

   You can earn your UPGREAT points when you shop in the Shop & Earn category in UPGREAT app by simply tapping on the desired store and start shopping via the redirected page! Points earning is subject to Terms & Conditions and successful purchase at store's site.

2. **Are promo codes eligible for use on the store site such as Lazada or Agoda?**

   Promo codes can be applied at the store site after click through from UPGREAT "SHOP AND EARN NOW". Please refer to the Terms and Conditions found on the store page within the app. Some stores will allow promo codes to be used and some will not. As a general rule, promo codes not furnished by RebateMango via the UPGREAT app, cannot be used.

3. **Can my UPGREAT Points earned via RebateMango be exchange for cash?**

   Strictly no exchange for cash for All UPGREAT points earned in the Shop & Earn category.

4. **Is there a cap to the amount of UPGREAT points I can earn via the Shop & Earn category?**

   Please refer to "How you earn points" section on the store's details page in UPGREAT app, "Maximum cashback per transaction" will be stated if there's a cap.

5. **How do I know if I have made any successful purchases in the Shop & Earn category via UPGREAT app?**

   Customers will receive a transaction email from RebateMango within 3-14 days once the transaction has been confirmed by RebateMango.

6. **When will the UPGREAT points be credited to my UPGREAT account?**

    You should receive your UPGREAT points within 6 weeks of the transaction being confirmed. Once the points have been confirmed, you will receive an email notification from RebateMango. You may also login to https://www.rebatemango.sg/upgreat using the email address registered with UPGREAT and check your rewards status under My Profile > Dashboard.

7. **Whom do I contact with regards to any issues in the Shop & Earn category in UPGREAT app?**

    For any issues with the Shop & Earn category on UPGREAT, please contact us at upgreat-sg@greateasternlife.com.

    For any query on points earning on transactions made at store site, please contact us at upgreat.support@rebatemango.com.