

Eddy's Christmas Heroes FAQ's

12/11/2020

Competition & Prizes

Q. How many times can I be entered into a cash prize draw?

A. You can be entered multiple times for cash prize draws.

Q. How many times can I win a cash prize?

A. You can win only one cash prize. For example, winning a £1000 cash prize means you won't be eligible to win the £5000, winning £1000 cash prize means you won't be eligible to win another £1000 cash prize and winning the £5000 cash prize means you won't be eligible to win a £1000 cash prize.

Q. Where are the Competition T&Cs?

A. They are in the app section Legal & Policy, specifically Terms & Conditions.

Weekly Offers

Q. Where are the product offers available?

A. Product offers are available weekly in your local One Stop store subject to availability throughout the UK (England, Wales, and Scotland).

Q. When are the offers available?

A. There are multiple weekly promotions offered by brands, they will be announced via the app and social media weekly.

Q. Can I use weekly offers more than once?

A. Offers in your local One Stop store are subject to availability.

App Support

Q. Where can I play using the app?

A. If you live in the UK (England, Wales, Scotland) you can register and play the Eddy's Christmas Heroes app.

Q. What type of play can I do once I'm registered for the app?

A. You can play in a One Stop store near you and at Home.

Q. What can I use the app for in store?

A. When you are in store you scan the Eddy signs & QR codes to register for the app. Once registered you can use the store locator to let the app know which store you're in. After the app recognises your store the screen will let you know what to scan to start finding the elves.

Q. How do I use the app in store?

A. Dotted around the stores are markers, these markers once captured by the camera, unlock the camera's functionality to find elves. To find an elf after scanning the markers, hold up your phone using the in-app camera functionality and at a steady pace scan around you and along the shelves in store.

Q. What happens when I find an elf?

A. When you find an elf in store, tap the elf and it will reveal the cash prize draw you are now entered into. Proof of your entry into a cash prize draw will be available in the Rewards/Prizes section of the app.

Q. How many elves can I find?

A. There are two types of elves you can win; the first type of elves are branded that are sponsored by and match your branded weekly offers. The second type of elves are special hero elves, they have been created based on some of the fantastic employees and customers who are supporting our communities across the UK.

Q. What can I use the app for at home?

A. At home you can use the app to play and discover the offers from your favourite brands. Each week there will be new offers that you can find in the 'At Home' section on explore tiles.

Q. What are explore tiles?

A. Explore tiles are the weekly offers available for you. The explore tile will tell you which brands have offers and the products on offer that you can scan to be taken to some branded content and the date that the offers end are also visible.

Q. I cannot use the camera, what do I do?

A. Depending on the type of device you have and the updates available, there may be some incompatibilities. By deleting the app, reloading from your device app store, you should be able to use your camera.

Q. I've looked for elves, why can't I find them?

A. Elves can only be found in a One Stop store once you are registered for the app and have selected the 'In Store' play option. Make sure you scan the marker first. Keep your device steady and try to find a clear surface.

Q. Where in the app are the prizes I've won?

A. You can find your prizes in the Rewards/Prizes section of the app which is represented by a present icon and is positioned in the lower navigation bar. (The black bar at the bottom of the screen with a white present icon and white words that reads 'Rewards/Prizes'). You will see the cash prize draws that you have been entered into.

Q. Can I use the prize barcodes I've won more than once?

A. The prize barcodes that are in the Prizes/Rewards section of the app can only be used once.

Q. The buttons on my app don't bring me anywhere, what do I do?

A. Sometimes the app and your device may not be compatible at first but all you need to do is delete the app and reinstall it. Don't worry about your registration though, once registered and even after deleting and reinstalling the app, you can still log in using the same details.

Q. The app can't locate the store I'm in, what do I do?

A. Sometimes the app and your device may not be compatible at first but all you need to do is delete the app and reinstall it. If this happens continuously or you can't access it at all, please reach out to customer service.

I can't find an answer to my question, who can I contact?

> onestop@getsavvy.com

Technical Support

AR Device Compatibility

The following devices support the AR gameplay in the Eddy's Christmas Elf game.

iOS:

Phones	iPads
iPhone 8, iPhone 8 Plus, iPhone X, iPhone 7, iPhone 7 Plus, iPhone 6s, iPhone 6s Plus, iPhone SE	iPad Pro (12.9-inch) Wi-Fi, iPad Pro (12.9-inch) Wi-Fi + Cellular, iPad Pro (9.7-inch) Wi-Fi, iPad Pro (9.7-inch) Wi-Fi + Cellular, iPad Pro 12.9-inch (2nd generation) Wi-Fi, iPad Pro 12.9-inch (2nd generation) Wi-Fi + Cellular, iPad Pro (10.5-inch) Wi-Fi, iPad Pro (10.5-inch) Wi-Fi + Cellular, iPad (5th generation) Wi-Fi, iPad (5th generation) Wi-Fi + Cellular,

Android:

Partial Device registration on iOS

The error appears as



You can fix it by asking the user to

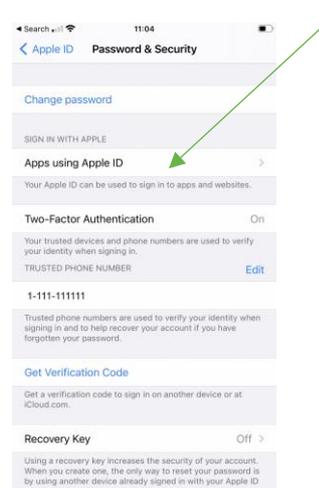
1. Go to settings



2. Go to password and security



3. Go to apps using Apple ID



4. Go to the Eddy's Christmas Heroes app

5. Go to Stop Using Apple ID

