



# PRIZE REDEMPTION

## *CONGRATULATIONS, YOU WON! NOW WHAT?*

### **NOTIFICATION:**

Winners will be notified by AllStar Incentive Marketing with a prize voucher code based on the mobile phone or email they provided. If both are provided, email will be the preferred method of contact. An email will come from [igsprizeselection@incentiveusa.com](mailto:igsprizeselection@incentiveusa.com). If mobile was provided, winners will receive a text from a 312 phone number. If neither a mobile number or email were provided, winners will be notified via phone call. Notifications will be sent within two days of the drawing date.

### **PRIZE REDEMPTION PROCESS:**

1. Visit [igspromotion.com](http://igspromotion.com) and click the prize portal button at the top of the page.
  - Or access the portal directly at [igsprizeselection.com](http://igsprizeselection.com)
2. You will then be directed to a selection website to view available prizes.
3. Select the prize you would like and click Add To Cart.
4. Click Go To Checkout.
5. You will then be brought to the shopping cart page, click Proceed To Checkout.
6. Complete address and shipping information and click Continue.
7. The website will perform an address validation and may offer a suggested change. Choose to replace with the suggestion or keep as entered.
8. You will then be directed to the checkout confirmation screen. Confirm information displayed is correct and then click Submit.
9. A new screen may pop up if your voucher code was not accepted, code was mistyped or prize at an incorrect level was selected. You will need to edit if needed then click Continue.
10. A receipt page will then be shown for order confirmation and an email with the information will be sent if an email was provided at checkout.

To receive updated information on order progress and tracking, winners must provide a valid email address while entering shipping information on the prize portal website. You will receive an email within 24 hours confirming your selection. Most items typically ship within one week. Shipping and tax are included in the value of the prize. **Prizes must be claimed by April 25, 2020 or they will be forfeited.**

### **WHAT IF I DON'T HAVE A SMART PHONE OR COMPUTER?**

An IGS representative will contact you to provide your voucher code and a mail-in order form. To redeem your prize, please complete the mail-in order form and follow the instructions. Mail the form to: Award HQ, Attn: IGS Prize Party, 660 Main Street, Fiskdale, MA 01518

### **WHO CAN I CONTACT FOR SUPPORT?**

For any questions or issues with shipping/tracking, damaged/defective products, etc., please reach out AllStar Incentive Marketing Award HQ directly by one of the following methods. Customer support is available 8AM – 8PM (EST) Monday through Friday. Any voicemail or email will be answered upon next normal business hours.

Phone: (800) 330-7800

Email: [igsprizeselection@incentiveusa.com](mailto:igsprizeselection@incentiveusa.com)