

## Lipaworld FAQ

### **1. My voucher is not working? What should I do?**

- Don't panic. Contact us via our support channel on [www.lipaworld.com](http://www.lipaworld.com)
- Email us on: [support@lipaworld.com](mailto:support@lipaworld.com)

### **2. What happens if I lose my voucher Pin?**

- Voucher PINs are unique, and a lost PIN is like lost cash, so unfortunately there is no way we can get it back. Always keep your PIN safe.
- For PINs that give an "Invalid" error, Contact us via our support channel on [www.lipaworld.com](http://www.lipaworld.com)
- Email us on: [support@lipaworld.com](mailto:support@lipaworld.com)

### **3. How long is my voucher valid for?**

- All Vouchers are depended on the usage policy of our vendors. Please verify each voucher's validity before purchasing a voucher.

### **4. Where can I use my Voucher?**

- Vouchers can be used at all the supporting outlets listed on our marketplace. Please verify each voucher's redemption instruction before purchasing a voucher. Check our ever-expanding partner list on our website: [www.lipaworld.com](http://www.lipaworld.com)
- For Flash or informal retailers; use it towards a purchase at your local spaza shop where you see the green and black Flash cow sign.

### **5. How do I use my Voucher?**

- Redemption instructions on our marketplace will list exactly how you can use each voucher.

### **6. I don't want my voucher anymore; how do I get a refund?**

- We don't offer refunds on vouchers unfortunately; however, this may be dealt with on a case by case where the recipient uses the voucher. Each redemption partner has their own terms and conditions when it comes to returns. Check their T's & C's (usually available on their website).

**7. What happens if my pin is invalid?**

- Try typing in your PIN again. It's possible you got one of the numbers wrong. If it still says "invalid", Don't panic. Contact us via our support channel on [www.lipaworld.com](http://www.lipaworld.com)
- Email us on: [support@lipaworld.com](mailto:support@lipaworld.com)

**8. What happens if I don't use the entire value of my voucher?**

- This will depend on each voucher provider. In some cases, the entire voucher amount needs to be used or a change voucher will be issued (to the person who bought the voucher) via SMS, or the partner's platform.

**9. How do I buy goods from a flash spaza shop using a 1Voucher?**

- If you have a 1Voucher Pin from Lipaworld, the value of the voucher will be displayed on the text. Choose your goods to that value and then present the voucher to the spaza shop cashier or owner and they will enter it into the machine.