

## **PROGRAM OVERVIEW**

### **What is “THE RISE OF THE TEENAGE MUTANT NINJA TURTLES” Sewer Squad Pizza Points Rewards Program and how does it work?**

The ROTMNT Sewer Squad Pizza Points Rewards Program allows consumers to earn points based on the purchase of qualifying Playmates Toys merchandise. Points can be redeemed for variety of rewards. Anyone eligible for the Pizza Points Reward program can register using the online registration form available at <https://pizzapointsrewards.com>.

- Once registered you will be eligible to earn Pizza Points for purchases of qualifying Playmates Toys merchandise. To earn points for qualifying merchandise, you must redeem your Pizza Points codes on the Pizza Points website. You must log-in and click “Redeem Code” from the menu bar.
- As you submit valid Pizza Point Codes, earned Pizza Points will accrue in your Account. When you have enough Pizza Points, you can redeem them for rewards. You will be responsible for the shipping and handling fees for your rewards.

### **Are there any special rules for participation?**

Yes. This program is open to legal residents of the 50 United States and the District of Columbia, 18 years of age or older. If you are under 18, you must ask your parents or guardian to register. See Terms and Conditions for complete details.

### **When can I start earning points?**

Immediately upon completing your membership registration, your “online wallet” will be established in your account. Each time you submit a valid Pizza Points code, you will accrue points in your wallet. Once you collect enough points, you can redeem them at any time for various rewards. Once you have collected enough Pizza Points, you can “cash out” your points for exclusive rewards.

## **REGISTRATION & LOGIN**

### **Do I have to register in order to participate in the ROTMNT Sewer Squad Pizza Points Program?**

Yes, registration is required to track your points. You must be 18 years of age or older to register. If under 18, please have your parents or guardian register for the program.

### **How do I register for the ROTMNT Sewer Squad Pizza Points Program?**

You can register using the online registration form available at <https://pizzapointsrewards.com>.

### **What if I forgot my user ID or password?**

Your user ID is the email address you entered at registration. Click on the “Forgot password?” Link on the log-in screen at <http://www.pizzapointsrewards.com> if you forgot your password.

### **Can I have multiple ROTMNT Sewer Squad Pizza Points Accounts?**

No. There is a limit of one account per person, per email address.

### **Does it cost anything to join the ROTMNT Sewer Squad Pizza Points Program?**

There is no cost for the basic Ninja Membership for the Sewer Squad Pizza Points. You can select to upgrade your basic membership to a Ninja Warrior Elite Membership at a cost of \$15.

### **What is the difference between the Basic Ninja membership and the Ninja Warrior Elite membership?**

The Basic Ninja membership is free, allowing you to redeem points to earn exclusive rewards. You can print a PDF of your membership certificate and card. The Ninja Warrior Elite membership has a cost of \$15 per membership and you will receive a deluxe Ninja Warrior Elite membership certificate and card, as well as exclusive ROTMNT action figures that you can only get with the membership.

**What is the cost to be a ninja elite member?**

The cost is \$15 per membership.

**Do I have to give any personal information to register for the ROTMNT Sewer Squad Pizza Points Program? If so, what specific information is required?**

You will need to provide: Name, Email Address and Mailing Address and create a username and password for your account.

**Why are you requesting my credit card information?**

You will be charged for the shipping and handling fees for your rewards.

**MY ACCOUNT QUESTIONS**

**How can I view my Pizza Points?**

You can view your Pizza Points balance by logging into your account and selecting the Points Balance option from the menu bar.

**How can I view my Rewards?**

You can view your Rewards History by logging into your account and selecting the My Account option from the menu bar.

**How do I change my account information or email address?**

Sign in, go to the My Account section and select Edit My Account Information, there you can change your personal information entered at registration.

**What should I do if I want to cancel my membership?**

You will need to contact customer service at customerservice@tpgny.com.

## **CODE ENTRY QUESTIONS**

### **Where can I enter my ROTMNT Pizza Codes?**

Log into the Pizza Points Rewards website and click “Redeem Code” on the menu bar.

### **Do I need to enter the code exactly as it appears on my Playmate Toys packaging?**

Yes. Enter the character and digits in the same order as it appears on your Playmates Toys packaging.

### **What if my Playmates Toys package does not contain a code?**

If there isn't a code, contact Playmates Toys Customer Service at 855-807-9515.

### **What happens if I enter my Pizza Points code and get a message that my code is invalid or has already been used?**

Please ensure you are entering your code as it is displayed on your Playmates Toys package. If you continue to receive a code invalid or code already used message please contact customerservice@tpgny.com.

### **Once I redeem my Pizza Points code, how and when will I know if it has been accepted, and if the submission is valid for points?**

You can check your Pizza Points by logging into your account and clicking “Points Balance” from the menu bar.

### **What happens if I lose/misplace my original Code? Can I get a replacement code?**

Unfortunately, codes can not be replaced if lost or stolen.

### **Do the Pizza Points Codes expire?**

No, the Pizza Point codes do not expire.

## **ROTMNT POINTS QUESTIONS**

### **Can I exchange my reward for something else, or for cash?**

No, reward selections are final and may not be exchanged for cash.

### **Can I transfer my ROTMNT Pizza Points to another account?**

Sorry. ROTMNT Pizza Points are not transferable.

### **Who do I contact if my Pizza Points balance showing on my dashboard is incorrect?**

You may send an email to [customerservice@tpgny.com](mailto:customerservice@tpgny.com).

## **REWARDS**

### **How will I receive my reward?**

Your reward will be shipped via USPS.

### **When can I expect my reward?**

After submitting your order, an email confirmation will be sent containing your order tracking number.

### **Can I ship my reward to someone else?**

Yes. You can ship your rewards to someone else.

### **Who do I contact to see if my request for my reward is in process or find out when I will get my reward?**

To follow up on the status of your request please email [customerservice@tpgny.com](mailto:customerservice@tpgny.com).

## **SHIPPING AND FULFILLMENT**

### **Do I have to pay shipping and handling fee?**

Yes. You are responsible for the shipping and handling fee for your rewards.

### **What are the shipping and handling fees?**

Reward Package #1 – Muckman Action Figure, Sticker Sheets, Poster and Bandana: 50 Pizza Points + \$8.00

Reward Package #2 – Set of 10 Rise of TMNT Mini Figures: 75 Pizza Points + \$10.00

Reward Package #3 – Set of 4 – 6” Movie Figures: 100 Pizza Points + \$20.00

### **Can a reward be returned or exchanged?**

Unfortunately, rewards are not returnable or exchangeable.

### **How can I track my reward?**

Once your reward has been shipped you will receive a email which will contain your tracking information.