



TEXT REWARDS FAQs

FREQUENTLY ASKED QUESTIONS – INSTALLER:

Q: Is there a cost to participate?

A: It's free! You give the discount to the consumer with a valid Text Rewards coupon and you will be reimbursed by Digital Rocket.

Q: What do I need to do to be reimbursed?

A: Go to www.oilchangerewards.com/OCRPromo, enter the Text Rewards coupon code from your desktop computer, tablet or phone (or from the consumer's phone), select product from the drop down list then enter your shop's invoice number from the transaction, and submit.

Q: When will I get my reimbursement check?

A: A check is issued whenever at least \$100 is owed to you for discounts given as part of the Text Rewards Program.

Q: Can I wait to submit the Text Rewards coupon code?

A: No. Submit upon checkout to ensure the Text Rewards coupon code has not expired. Only unexpired Text Rewards coupons will be reimbursed. Another option is to request your customers to go to www.oilchangerewards.com/OCRPromo and have them redeem the Text Rewards coupon while they are still at the shop.

FREQUENTLY ASKED QUESTIONS – CONSUMER:

Q: Do the messages cost me every time I receive them?

A: Standard message rates through your carrier apply.

Q: How often or how many messages will I receive?

A: You are opting in to receive messages on an ongoing basis, but NO MORE than 2 messages per month during the Program Period.

Q: What if I want to stop getting messages?

A: Respond STOP to the message you receive and you will be removed from any further messages.

Q: Will I get a Text Rewards coupon that I can use today?

A: No. As long as you remain opted-in to receive text messages through the Text Rewards Program between January 1, 2023 – December 31, 2023, you will receive coupons for future oil change services at the installer location whose code you used to opt in to the Text Rewards Program. Your first coupon arrives via text 5 days after you opt-in.

Q: When do the Text Rewards coupon expire?

A: Keep up to 30 days from when you receive the Text Rewards coupon.

Q: Can I share the Text Rewards coupon with friends?

A: Yes, however the Text Rewards coupon can only be redeemed once. For example: if you shared the Text Rewards coupon with three friends, the Text Rewards coupon is only valid for the first friend who redeems it.

Q: Can the Text Rewards coupon be used for any service?

A: They can only be used for Pennzoil® Full Synthetic oil change service offered at this location.

Q: Where can I get more information?

A: Terms and Conditions can be found at www.645244.com