

## Mention Me FAQs

### 1. What is your recommend a friend scheme and how does it work?

We have an online refer-a-friend scheme which gives both those who recommend friends who are new to Molton Brown and those who are referred to Molton Brown by their friends, the opportunity to receive rewards

We work with a Partner called Mention Me to deliver our refer a friend reward scheme. To take part you must first register with Mention Me. By registering with Mention Me you agree to the full terms and conditions of their refer-a-friend programme, to see a copy of these click [here](#). (link to Mention Me T's & C's).

When you complete an online order with Molton Brown, the link to our refer-a-friend and registration with Mention Me will appear on the order confirmation page.

Once registered, you can then refer as many friends as you like by entering their email addresses or they can simply insert your name at checkout to redeem their reward.

When your referred friend places a successful online order with Molton Brown for the first time, you, as a referee will receive your reward.

Your friend can then go on to earn more rewards by recommending their friends to shop with Molton Brown

Don't delay – start referring today!

### 2. I entered my friend name and it didn't work

There may be several reasons that your friend has not been recognised including:

- Perhaps your friend has not registered for the refer-a-friend scheme
- You are using a name that they have not registered with
- More than one person with the same name has signed up to our scheme and therefore we are having trouble confirming exactly who you mean. To rectify this – just use their email address instead

### 3. I sent my friend to you but I never received a reward?

To receive your offer, your friend needs to redeem their offer first against their first order with Molton Brown online at [www.moltonbrown.co.uk](http://www.moltonbrown.co.uk)

These offers are only valid for those who are new customers to us. If you have shared an offer with a friend who is already one of our customers, the offer is not applicable.

### 4. I remember seeing an offer but can't remember what it was or how share it?

Not to worry! During checkout, you will find a “been referred by a friend?” link beneath the promotional code box on the basket page. Click this and enter the name of the friend that signed you up. You will then be asked to verify your email address to retrieve your offer code (this will also be confirmed in an email to you).

5. My friend received a different offer to the one I that I got

Our offers are subject to change and may differ depending on our latest choice.

6. I referred lots of people but I only got [x] number of gift vouchers

To receive your offer, your friend(s) need to redeem their offer first against their first order with Molton Brown online at [www.moltonbrown.co.uk](http://www.moltonbrown.co.uk)

If you have received [x] offer codes that means that many of your friends have redeemed their offers and have now become customers of Molton Brown. Hoorah!

7. Is there an expiry date on the code?

Your code is valid for up to 30 days, from the date that you receive it.

8. What happens if my friend doesn't receive their code

We would recommend that you check that the email you have provided is correct and if it is, ask your friend to check their spam/junk folder in case it has filtered into their by mistake. If they still can't find it – just let us know!

9. What happens if my friend doesn't redeem their code

To receive your offer, your friend(s) need to redeem their offer first against their first order with Molton Brown online at [www.moltonbrown.co.uk](http://www.moltonbrown.co.uk)

If your friend is yet to redeem their offer – why not give them a gentle nudge – we have a fabulous selection of products and something for everyone!

10. My code has expired, can you send me a new one?

We have checked the validity of your code and can confirm that it is still valid. Simply enter this into the Promotional Code box found on your basket page during checkout.