



BP LIMITED EDITION COLLECTABLES FAQ'S

1. Who is eligible to participate in the promotion?

Only Smart Shoppers who are registered and opted-in to receive SMS communication (Smart Shopper programme communication on the Smart Shopper preference centre) are eligible to participate. – **Club opt ins do not count. Remember there are different marketing opt ins for different preferences.**

2. How do I check if I am opted-in to receive SMS communication from Smart Shopper?

You can check on the Pick n Pay Smart Shopper app, on the Smart Shopper portal smartshopper.pnp.co.za, via WhatsApp by adding +27 60 070 3037 and saying 'hi' or by calling the Pick n Pay Customer care line 0860 303030.

3. How many fills must I complete to qualify?

You will need to fill up with R500 or more x 4 (four) and swipe your registered BP Rewards and Smart shopper card each time you fill up.

Please remember once the 4th fill is done customers should not fill the same day as it takes a day between collection journeys.

4. Can I split my fills?

Customers should not split fills as the system will pick this up as a potential fraudulent loyalty fill. Split fills will not be counted. Meaning if a customer is filling up R1000 they should not do 2 transactions of R500 each. It should be processed as 1 fill of R1000.

5. How many cars can I claim?

Each customer (a Smart Shopper and bp rewards cards per person) can only claim 6 cars. If a household wants to claim more than 6 cars another person in the household should register as a Smart Shopper and bp rewards customer.

6. How do I redeem my limited-edition collectable Car?

After you have completed every qualifying fill of R500 or more and swiped your BP Rewards and Smart Shopper card, you will receive an SMS. After the 4th qualifying fill, you will receive an SMS the next day with a unique code for your limited-edition collectable. Present this SMS to any bp Attendant (preferably the services station you fill up at) who will process the voucher and guide you on collection.

7. I have not received any SMS's after completing my 4X R500 or more transactions?

You will need to ensure that you have registered your Smart Shopper card and opted into SMS communication. visit www.smartshopper.pnp.co.za OR Whatsapp "Hi" to 060 070 3037 to register or update your details. Customer will only be eligible when opted into SMS – at any point if the customer opts out, they remove themselves from eligibility.

8. My nearest bp service station does not have any more collectable cars?

You may visit the bp website to identify your nearest service station with stock or contact bp helpdesk on 0860 222 166 to assist.

9. My SMS Voucher code is declining on the payment machine, what do I do?

You will need to contact bp helpdesk on 0860 222 166 who will assist you with a valid voucher.

10. How long is my voucher valid for collection?

Competition ends on 3 August however customers have additional 28 calendar days after the campaign period but is subject to while stocks last to redeem vouchers. After the 31 Aug 2025, customers will not be able to redeem vouchers for collectables.

11. Can I buy the collectable cars?

No, you cannot purchase the collectable cars. You can only redeem them after you have fulfilled 4X R500 fuel transactions.

12. The car I have been given is damaged, can I exchange it?

You will need to examine the quality of the collectable upon receiving it for any clear damages and request for a replacement prior to leaving the forecourt.