



## Frequently Asked Questions

### How do I receive the book?

Simply text XMAS to 4483 to donate \$3. You will be sent a link with instructions to create your personalised Christmas story.

Alternatively, you can add a \$3 donation to your order at any participating McDonald's restaurant and receive a Thank You card. Just follow the instructions on the back of the card to create your personalised Christmas story.

### I have donated by text message. How do I get my book?

Visit <https://www.savechristmas.org.nz/sms> and follow the instructions on the screen. Make sure to enter the same phone number as you used for your donation.

### I received a Thank You card at McDonald's. How do I get my book?

Visit <https://www.savechristmas.org.nz/redeem> and enter the unique code from the back of your card. The code is case-sensitive, and needs to be entered exactly as it appears on the voucher. Please note each code can only be used once. Please ensure you complete the personalisation process in one go and enter the correct email address.

### I've completed the personalisation process. What happens next?

Within a few minutes, you will receive an email with a download link to your e-book. You will need an e-book reader to open the e-book (we recommend using an e-book reader for the best experience).

However, if you don't have an e-book reader, the email also includes a link to a PDF version of the book.

## How long does it take for the email to arrive?

The email should arrive in your inbox within a few minutes. During busy periods, it might take a little longer. If it still hasn't arrived after a few minutes, check your spam, junk or promotions folder. The email will come from 'RMHC Save Christmas'.

## The email hasn't arrived. What do I do?

The email might have ended up in your spam, junk or promotions folder. Please check these folders. Search for 'RMHC Save Christmas' in your email.

## I can't open the e-book file. What do I do?

You will need an e-book reader to open the e-book. If you're opening the e-book on a Mac or iPhone, open it with your iBooks app. If you're on an Android device, you can download the free Google Play Books reader for Android. Search for Google Play Books in Google Play. If you're on a Windows computer, you can download the free Icecream e-reader here:

<https://icecreamapps.com/Ebook-Reader/>

## Can I read the book without an e-reader?

Yes, while we recommend to use an e-reader for the best experience, you don't need one to read your book. Just look for the PDF download link in the email we sent you.

## I entered the wrong email address and did not receive the email with the e-book. What can I do?

Unfortunately, you will need to start the process again. Please be careful to enter your correct email address.

If you donated by text you can repeat the process using the same mobile phone number. If you were using a unique code from the Thank You card you got at McDonald's you will need to donate again as each code can only be

used once. You can do this by donating again at McDonald's or by texting XMAS to 4483 to donate \$3 and following the instructions on the text response.

If you are unable to donate again, please ask the Restaurant Manager at your local McDonald's for a replacement card or contact RMHC at [Christmas@rmhc.org.nz](mailto:Christmas@rmhc.org.nz) or 09 365 8315.

### How many e-books can I create?

If you donated at McDonald's and received a Thank You card the code can only be used to create one e-book. Please ensure you complete the personalisation process in one go and enter the correct email address. If you donated by text you can create multiple e-books using that mobile number.

This may seem unfair but is a technical limitation of the fundraising campaign. We are offering the e-book as a way of saying 'Thank You' for donating to RMHC. It is not a purchase and we appreciate your understanding.

### Can I get a printed copy of the book?

Sorry, we are only offering an electronic version this year. However, you are welcome to download and print the PDF version.

### What will you do with my personal information?

The personal information given for personalising the e-book is only used for creating the e-book. If you give permission for RMHC to keep in touch then your contact details will be recorded securely. For more information please read our [Privacy Statement](#).

### I still can't find what I'm looking for.

If you have any questions please contact us at [Christmas@rmhc.org.nz](mailto:Christmas@rmhc.org.nz) or 09 365 8315.

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