



HUGGIES® REWARDS TROUBLESHOOTING



*Please review our Technical Requirements document for Huggies.com and the HUGGIES® Rewards program. Once you confirm your system is compatible with our Huggies.com site, we hope the following information helps to address your concerns.

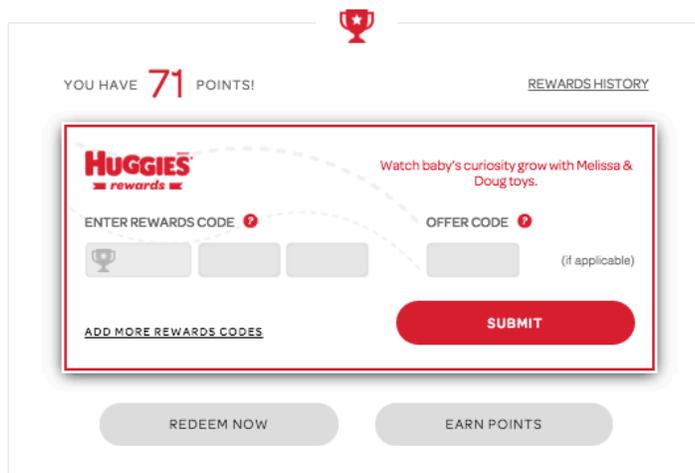
COMMON ERROR MESSAGES WHEN ENTERING REWARDS CODES

“Code Has Already Been Used”

1. Verify that the code you entered was not previously entered into your account.
2. You can view your past code entries by signing in at Huggies.com.
3. Click on this message in the top left corner that says “Hi ___!”
4. Click [Rewards History](#) in the profile summary screen shown below

“Code is Invalid”

1. Re-check the code you are entering for accuracy.
2. Keep in mind that Reward codes are 15 characters and do not contain any numbers or the letters A, E, I, O, U, Y or V.
3. If you are entering multiple codes, please try entering the codes one-by-one.





PLACING A CATALOG ORDER

1. Verify your system is compatible
2. Delete your cookies and clear your browsing history
3. Verify your profile is complete; you should be able to order from the catalog.

ADDITIONAL CONSIDERATIONS

- Some of our catalog Rewards are limited to one per member. Please ensure you are not trying to order an item that has a limit, which you have already ordered.
- Make sure you have enough remaining points to order the Reward.

PLAYING AN INSTANT WIN

1. Verify your system is compatible
2. Delete your cookies and clear your browsing history
3. Verify your profile is complete; you should be able to play an instant win
4. Don't forget each game has a maximum number of plays per member, so make sure you haven't exceeded your game plays.

ENTERING A SWEEPSTAKES

1. Verify your system is compatible
2. Delete your cookies and clear your browsing history
3. Verify your profile is complete; you should be able to enter a sweepstakes
4. Remember, each Sweepstakes has a maximum number of entries per member, so make sure you haven't exceeded your entry limit.