

Frequently Asked Questions

My entry code is invalid. What do I do?

- Please be sure that you are entering the 12 character long entry code found inside the sticker that's located on the top of the loaf of bread and not the upc code. If the code will still not be accepted, please call us at 1-800-465-5515.

There was no entry code on the sticker . What should I do ?

- You must cut along the dotted line in order to reveal the entry code inside.

The entry code was blank inside the sticker. What should I do ?

- Please call us at 1-800-465-5515 and we assist you.

I cannot find the entry code? What should I do ?

- The entry code is located inside the specially marked sticker on the top of the loaf. Please cut along the dotted line of the sticker to reveal the entry codes.

Is there a limit to the number of Toastations that a consumer can order?

- Yes. There is a limit of one (1) Hamilton Beach Toastation II Toaster & Oven per email address and per household

How many Toastations in total will be given away?

- There were 10,000 Free Hamilton Beach Toastation II Toaster & Ovens available for redemption. Supply of these has been depleted. There are an additional 4,500 available at a second special-offer price of \$30 plus \$18 shipping and handling. These are available on a first come first serve basis. This offer expires on February 12, 2010.

How long until I receive my offer?

- Please allow 8-10 weeks for delivery of your unit from the receipt of your money order.

How will the Toastation be shipped ?

- The Toastation will be shipped via Canada Post

It has been over 10 weeks and I have not received my Toastation.

- Please call us at 1-800-465-5515 so we can investigate the delay.

What type of warranty comes with the Toastation?

- All Hamilton Beach Toastation II Toaster & Ovens are provided with a one year manufacturer's warranty.

Why do I have to send a money order rather than a cheque or my charge card number ?

- Money orders are guaranteed funds which means you will get your Toastation faster because we don't have to wait for your cheque to be processed by the bank before we can send it out.

Who should I make the money order payable to ?

- If you participated in the “free” offer, the money order should be made payable to: **TBI Free Toastation Offer.**
- If you participated in the 50% off offer, the money order should be made payable to: **TBI 50% Toastation Offer.**

Where do I send the money order to ?

- Please send the money order and the order form in a postage paid envelope to:
Hamilton Beach Toastation II Toaster & Oven Offer
P.O. Box 225
Head Office
Ste-Thérèse, Québec J7E 4J2
- Unfortunately, Toastation units cannot be picked-up.

I thought you might have another promotion this year, so I saved all my upc’s thinking that’s what would be required. This year the promotion requires entry codes from specially marked products. Why is that ?

- We apologize but contest requirements will change from year to year. Check the list of qualifying products and make sure that the products you select have the specially marked promotional sticker on them.

I bought the bread I always do thinking that for sure it would qualify for the promotion but it turns out that it doesn’t. What do I do now ?

- Participating products will bear the specially marked sticker on the bag. If the bag doesn’t have the sticker on the outside, it doesn’t have the entry code information that you need to participate in this promotion.

I sent in my registration form and money order a little while ago and I was just wondering if you have received it ?

- If you do not receive your unit within 8-10 weeks of having submitted your order, please call us at 1-800-465-5515.

I’ve already participated in the “Free” offer but can I also participate in the 50% off offer ?

- Unfortunately not. There is a limit of one Toastation per email and household regardless of whether you participate in the first or second offer

I almost had enough entry codes for the “free” offer when the Toastations ran out. Shouldn’t I still qualify for the free offer ?

- Unfortunately not. The rules state that when the “free” Toastations run out, the 50% offer will take effect. The entry pins you have entered however, can be applied to the second 50% offer. For this offer, you need only 5 entry codes and a money order for \$48 to receive the Toastation unit.

I was saving up for the free offer but there aren’t any left. Can the codes I’ve entered already apply for the 50% off offer ?

- Yes, the codes you have entered already will be counted towards the 5 that are required for the 50% off offer. Once you have entered the codes, please make the money order payable to: **TBI 50% Toastation Offer**. Send your money order and order form to:

Hamilton Beach Toastation II Toaster & Oven Offer

P.O. Box 225

Head Office

Ste-Thérèse, Québec J7E 4J2