

## FAQ's on Tinder Common Errors:

Please find the list of common errors:

### 1. Unique incentive codes (the 36-character codes) are:

- a) **One-time-use only:** They cannot be redeemed multiple times.
- b) **Geo-restricted:** They can only be redeemed within the territories in which we agree your business will operate.
- c) **Subscription Restricted:** Codes cannot be redeemed if a member has an active subscription. In some cases, which would be outlined in our partner agreement, the code cannot be redeemed if a member has had an active subscription within the last 30-60 days.

### 2. Ineligible to redeem code

- a) The user will get this error if he/she has an active subscription within the restricted time frame, the user can check if he has an active subscription.

**NOTE:** When a user has Tinder Gold- there is an "MY TINDER GOLD" callout on their profile page.

- b) If a user has an active subscription and trying to add another subscription to the existing subscription then the codes would not work, the user has to wait for the original subscription expires to use the new subscription on his existing account.
- c) The current codes are Tagged to INDIA alone and the user must be within INDIA to use the code and any person outside the geographical area then it would not work for them.

### 3. OOPS. Unable to redeem code

- a) There is a server error, in which case we recommend the member attempt to redeem the code 24 hours later. This is a random occurrence. Something could happen in our systems that could cause the error to occur; the user should attempt to redeem the code 24 hours later. If it still isn't working, they should reach out to [promohelp@gotinder.com](mailto:promohelp@gotinder.com).
- b) A member attempts to redeem a code that another member has already attempted (but failed) to redeem. Note that once a member attempts to

redeem a code, it is tied to their account, regardless of whether it was successfully redeemed, and no other member will be able to redeem it.

For example, Member A purchases a code and moves through the redemption flow. Unfortunately, Member A has an active subscription, so is unable to redeem the code and receives an error. But, because Member A attempted to redeem the code, it is tied to Member A's account. So, if Member A gives the code to Member B to redeem instead, Member B will not be able to redeem the code because the code is recognized in Tinder's back-end as Member A's code. So, users should read Terms & Conditions to ensure they meet the criteria for redeeming codes, as if they attempt to redeem the code but receive an error, they will not be able to give the code to another user to redeem and instead will have to ask for a refund (or wait until their current subscription period ends).

#### **4. This code has already been redeemed.**

This means code has already been redeemed.

#### **5. The code is no longer valid**

- a) The redemption cap has already been met.
- b) The redemption time window has passed, as defined in our partner agreement.

#### **6. How would the user find out if he is already got an active subscription on the APP?**

When a user has a Tinder Gold subscription- there is an "MY TINDER GOLD" callout on their profile page.

For errors that are not part of the above-given scenarios then we need to follow the below instructions:

Send the email with all the info to [promohelp@gotinder.com](mailto:promohelp@gotinder.com) (one email per customer complaint) which will directly go to the Tinder customer care team who will then act as L2 support.

Please send all the below requested details while raising a complaint.

- Your company name and contact information
- The unique incentive code.
- The country in which it's being redeemed
- Member's Tinder-registered email address and phone number
- Error message type (screenshot preferred)

### Example of the format to be sent to the Promo help Team

Your company name and contact information.	ABC, 9999*****
The unique incentive code.	36 Digit Code
The country in which it's being redeemed.	India
Member's Tinder-registered email address and phone number	Registered Tinder mail ID: abc@gmail.com/ Phone: 9999*****
Error message type (screenshot preferred)	Screenshot of the error page.