

## FAQ

### [How do I log in?](#)

To log into Apollo Bicycle Company web site you need your User Name and Password. You can login by entering your details in the fields at the bottom of the 'WHERE WILL IT TAKE YOU' Reward card program Login page and click 'Login'.

### [I have forgotten my password](#)

You are able to retrieve your password so long as you know your dealer code or email address. Complete the login field and then click the 'I've forgotten my password' link and you will be provided with a reminder instantly. If you still can't remember, you can request to be emailed with the actual password.

### [Can I change my PIN?](#)

You can change your pin by going to My Account > Where will it take you Rewards card PIN Request

### [Can I get Cash out or purchase on the Internet?](#)

No the rewards card can only be used at stores using EFTPOS. The card cannot be used for Internet transactions. You cannot use the card at an ATM or get cash out at point of sale.

### [How long are the points valid for?](#)

The points are valid up until 6 months from the end of any given financial year end in which they were accrued e.g. Apollo Bicycle Company year end is 30th June therefore points accrued up until 30th June expire on 31st December.

### [Fringe Benefits Tax](#)

Dealers participating in the Apollo Bicycle company Pty. Ltd. where will it take you rewards program are solely responsible for the tax implications incurred from benefits they receive by way of redeeming points. If you are unsure of Fringe Benefits Tax implications you should discuss this with your business accountant.

### [My points do not match last month's invoices?](#)

If you need to clarify your points allowance or your previous month's invoices please contact Apollo Bicycles Company.

### [Can points be pooled together or can I use my own money to purchase larger rewards?](#)

Points are not transferable to other accounts. Points cannot be purchased. Points are not redeemable for cash.

### Reward Orders and Delivery

#### [How do I know if my order went through properly?](#)

You will receive an "Order Confirmation" email notifying you that your order is being processed. The Order Confirmation email will list how many points have been transferred and the value that will be loaded onto the 'WHERE WILL IT TAKE YOU' Rewards card. You will also have a record of any orders placed in the My Account area under Points History.

### Contacts

For further information please contact: [apollobikes@accumulate.com.au](mailto:apollobikes@accumulate.com.au) or call 1300 135 415