

# PELOTONIA®

Great work on your fundraising for innovative cancer research! Below are Questions & Answers about the gift code you've received to The Pelotonia Shop for reaching a fundraising incentive level.

Have additional questions? Shoot an email to [shop@pelotonia.org](mailto:shop@pelotonia.org) or call Pelotonia HQ at 614.221.6100.

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## FAQ

**Q:** How do I use my gift code?

**A:** Go to [ShopPelotonia.org](https://shop.pelotonia.org) to begin your shopping. Once you have selected the items you want to purchase in your bag, simply input your code in the "Add a discount code" field during the checkout process.

**Q:** Does my gift code ever expire?

**A:** Nope! Your gift code never expires.

**Q:** Can I use my gift code to make a donation to the general fund instead of purchasing physical merchandise?

**A:** Absolutely! To make a donation to the Pelotonia General Fund, click on [Donation to General Fund](#) in the Pelotonia Shop and select the amount you would like to donate.

**Q:** Can I use more than one gift code per transaction?

**A:** Unfortunately, our system will not allow more than one code to be used per transaction. You can split the transaction into two purchases or email [shop@pelotonia.org](mailto:shop@pelotonia.org) for assistance.

**Q:** How can I check my gift code balance?

**A:** If there are remaining funds, it will display the remaining amount after you apply the gift code to your transaction during checkout.

**Q:** Will the sold-out items on The Shop be restocked?

**A:** At this time, we are working with various partners to see what is available to restock. New merchandise drops are available on Thursdays, so check back to see what is available!

**Q:** If I continue to fundraise, will I receive additional incentives?

**A:** Absolutely! Pelotonia will issue one more round of fundraising gifts after the 2020 fundraising deadline on October 31st.

**Q:** What happens if I lose my gift code?

**A:** Email [shop@pelotonia.org](mailto:shop@pelotonia.org) if you lose your gift code or have any issues redeeming it.

**Q:** I already received a gift code in July. Is that incentive gift code still valid?

**A:** If this is your second gift code that you have received and you did NOT use the first one, your previous code is now invalid and the balance of the first code has been added to your new one for your convenience. If you

DID use your previous gift code and still carry a balance, then both codes are valid. However, only one gift code can be used per transaction.

Have additional questions on the Pelotonia fundraising incentives? Read our full Pelotonia 2020 FAQ [here](#).