

FREQUENTLY ASKED QUESTIONS



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What is the Epson STRIKE IT RICH rewards program?

The Epson STRIKE IT RICH rewards program is a unique, mobile-friendly rewards program designed to reward you as a valuable partner for the sales of Epson products eligible for the program. Simply register your valid sales to earn rewards. Could it be any simpler?

How can I earn rewards?

Whenever you sell an eligible product, you can claim rewards as a registered participant in this campaign. However, you must register your sale on the WhatsApp platform to receive your reward. If you do not register the sale, you will not receive a reward. Take the time to check the products and points section to familiarize yourself with all participating products and their reward amounts.

What are the rewards?

Rewards will be paid using eZawadi digital vouchers. The e-vouchers will be sent via text message to the mobile number registered by participants in the STRIKE IT RICH rewards program. You can redeem your eZawadi Voucher at any Mpesa Paybill or Till Numbers across the country.

How can I redeem my eZawadi vouchers?

To redeem your voucher, dial our USSD (*355*700#) OR click app.ezawadi.co.ke and select the redeem option, provide the merchant's Paybill or Till number, enter the amount and submit.

Do I need to download an app to redeem the rewards?

You can easily access your voucher using our designated USSD code 355700#, via the App at app.ezawadi.co.ke, or through the “eZawadi” Mini App within the Mpesa App.

Where can I spend my eZawadi rewards?

You can redeem your eZawadi Voucher at any Mpesa Paybill or Till Numbers across the country.

In what currency will my rewards be paid?

All rewards in the Epson STRIKE IT RICH rewards program are displayed in KES (Kenyan Shilling).

How can I register a sale?

Simply select option 3 in the main menu and follow the instructions to register your sale. You will need the following information to complete a sale registration:

- Name of the company to which the product was sold.
- Product name, quantity, and serial number (only valid serial numbers will be rewarded), invoice number, and an image/upload of the invoice.

I sold more than one product on a customer invoice; can I register multiple units?

Yes, you can. Once you have registered your first product, simply select ‘Yes’ when asked if you want to add more products and follow the same steps again.

Is there a monthly reward cap I can earn?

Yes, rewards are capped at 58 162.50 KES per user per month.

I forgot to register a previous sale, can I register it now?

Unfortunately not, you can only register sales made during the current month. A three-day grace period at the beginning of a new month is allowed to register sales from the last days of the previous month. After that, these sales will not be eligible for rewards.

How many reward points have I accumulated?

Reward points are equivalent to 1 KES each. You can view your validated points by selecting option 5 in the main menu. Sales will be validated by our team and points will appear on the 10th of each month. eZawadi vouchers will be available around the 15th of each month. We will notify you by email or SMS when this is done.

If the above information does not answer your questions, contact customer support.

Submit your questions and our support team will contact you. Please allow 48 hours for a response from Monday to Friday.

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NEED MORE INFORMATION ?

For more information or assistance, please email us at the address: eastafrika@myepsonrewards.com or visit our website <https://east-africa.myepsonrewards.com/>