



FOR THE LOVE OF YOUR LOCAL



Carlton & United
Breweries

REDEEMING MY VOUCHER: How-To and Frequently Asked Questions



How do I redeem my beer?

You can easily redeem your beer voucher by heading to the bar you selected at purchase.

Simply click on the link in the email we sent you to setup and view your mobile wallet. If you can't find the email, head to redeem.loveofyourlocal.com.au



You'll be asked to set a password for your account. Once done, you'll be taken to your mobile wallet holding your voucher (or vouchers if you have purchased more than one).

Head to the specified venue you purchased your voucher for



When ordering a beer at the bar, let the staff know that you want to redeem your 'Love of Your Local Voucher'

Open your mobile wallet, select a beer icon, and tap the 'redeem' button

Use your phone's camera to scan the QR code provided by the staff



Once scanned, show them your receipt on your phone

Enjoy your pint!

Please speak to bartender who can help you further. If you are still having issues or have any questions, please [Contact Us](#).

How can I prove I've redeemed my beer?

Once you have scanned the venue's unique QR code, your voucher will animate and become a 2 beers cheering icon. To prove to the venue you have redeemed, simply click on this icon and it will show the date and time the redemption was successful.

I can't find the email with my voucher. How do I redeem my beer?

Your beer vouchers are held in your unique mobile wallet. You can access your mobile wallet by visiting redeem.loveofyourlocal.com.au. You will be asked to enter the email address you made the purchase with and to create a password.

How can I find my voucher's unique ID?

If you haven't redeemed your beer voucher yet you can find your unique voucher ID by following the below steps:

Step 1: Click on the beer icon in your mobile wallet and your voucher will appear

Step 2: Click on the 3 dots at the top of your screen

Step 3: Click general info in the drop-down menu

Step 4: Your unique voucher code will be displayed at the top

If you **have** already redeemed your beer voucher you can find your unique voucher ID by following the below steps:

Step 1: Click on the beer icon in your mobile wallet at your receipt will appear

Step 2: Your vouchers unique code is at the bottom underneath the time and date it was redeemed.

How can I access my mobile wallet?

Click on the voucher link in the email you would have received or visit redeem.loveofyourlocal.com.au and log-in with your email. Note you will need to use the email you gave when you purchased the voucher. You will be asked to create a password upon login.

I have not received my voucher

Your voucher will be sent to the email address you used when you purchased the voucher. If not in your inbox be sure to check your junk/ spam folder.

If you are still having issues or have any questions, please [Contact Us](#).

Can I redeem my beer if I don't have a mobile phone?

Unfortunately, this is a digital promotion and a mobile phone is required to redeem your beer voucher.

It says my venue name is invalid.

The beer voucher you purchased is unique to the venue where you pre-purchased the beer from. You can find the venue that aligns with your voucher simply by clicking on the beer icon.

I accidentally pressed 'deny' to the popup requesting access to my camera. What can I do?

Simply refresh your browser and try to redeem again.

My camera won't open when I click the redeem button.

You may have a privacy setting denying camera access for the web browser. Simply

- Go to Settings > Web Browser (i.e. Safari) > Camera
- Change to 'Ask' or 'Allow' to allow camera access

If you are still having issues or have any questions, please [Contact Us](#).

Can I send the digital beer voucher to a friend?

No. Beer vouchers cannot be transferred and are unique to you.

Can I receive a refund for my beer voucher?

CUB will not provide you with a return or refund for change of mind. If you are experiencing an error with your Voucher, please [Contact Us](#).

What size of beer do I receive for my voucher?

Please refer to the table below:

AREA	BRAND	VESSEL
Metro Melbourne	Carlton Draught	Pint
Regional Victoria	Carlton Draught	Pint
Southern Tasmania	Cascade Lager	Pint
Northern Tasmania	Great Northern Super Crisp	Pint
Eastern Sydney	Carlton Draught	Pint
Western Sydney	Victoria Bitter	Pint
Reg NSW	Victoria Bitter	Pint
Queensland	Great Northern Super Crisp	Pint
Northern Territory	Great Northern Super Crisp	Pint
South Australia	Great Northern Super Crisp	Imperial Pint
Western Australia	Carlton Dry	Pint

