

# FAQ

## Frequently asked questions

Here you can find everything you need to know about the cashback promotion. Further information can be found in the terms and conditions at [www.eventcashback.com](http://www.eventcashback.com).

If this information does not help you or you have a specific question, please contact us at the following e-mail address: [teilnahme@eventcashback.com](mailto:teilnahme@eventcashback.com)

## Who can participate in the promotion?

You are eligible to participate if you are at least 18 years old at the time of participation, have your permanent residence in Germany, Austria, Switzerland or Italy and have a valid bank account that complies with the SEPA payment standard.

## How does participation in the campaign work?

For a WINORA, HAIBIKE, GHOST or LAPIERRE bike purchased during the campaign period from May 15 to December 15, 2025 and registered in the online form with an event code, you will receive a cashback refund worth €/CHF 100 to the account you have specified if you meet all the conditions of participation.

## What is the participation period for this promotion?

The purchase period for a promotional bicycle starts on May 15, 2025, and ends on December 15, 2025. The period for uploading the purchase receipt begins on May 15, 2025, and ends on January 15, 2026.

## Which bicycles are eligible for the cashback?

You can receive cashback for all bicycle models of the following brands with a bike invoice value of €1,500/CHF or more:

- WINORA
- HAIBIKE
- GHOST
- LAPIERRE

You can purchase these at all stationary retailers that carry these brands in Germany, Austria, Switzerland, or Italy.

## What information do I need to provide when registering online?

Registration takes place via [www.eventcashback.com](http://www.eventcashback.com) and requires you to upload your proof of purchase and provide your personal details (title, first name, surname, address, e-mail address), your bank account (IBAN), product information (brand, frame number, code) and retailer information.

## **My registration is complete and all documents have been uploaded. What happens next?**

1. Following the purchase and registration of your new bicycle, you will automatically receive a confirmation email.
2. In case of incomplete or incorrect information, you can submit the remaining data later. If your registration is rejected for various reasons that do not comply with the conditions of participation, you will receive an e-mail stating the reason for rejection. Therefore, please check all the conditions of participation in detail before registering and enter your details carefully.
3. After successful verification and approval of all information, the cashback amount will be transferred to your provided valid bank account within four to eight weeks after successful registration.

Important note: Please also check your SPAM folder regularly.

## **How often can I participate?**

Only one participation per person is permitted. A purchase receipt can only be used by one participant and only once.

## **Is participation possible on behalf of another person?**

No, participation is only possible under your own name and only as a private individual. Participation in someone else's name, especially through sweepstakes agencies, as well as participation with the help of automatically generated mass submissions is not permitted.

## **What information must be legible on the purchase receipt?**

The following information must be clearly legible on the photo of your purchase receipt: Retailer, product name, unit price, total amount and date of purchase. The photo/document of your purchase receipt must not exceed a file size of five (5) MB and must be in JPG, PNG or PDF file format.

## **Can I participate with an order confirmation?**

No, an order confirmation is not sufficient for your participation. A purchase receipt in the form of an invoice must be uploaded.

## **What are the conditions for my payment account?**

The refund is possible via bank transfer to a payment account that is accessible in the SEPA payment standard and can only be processed if your bank details are complete and correct. Your IBAN is required for the bank transfer.

## **When will I receive my cashback?**

Once you have purchased the bicycle and your registration has been confirmed, the amount will be transferred to your specified account within four to eight weeks after successful registration.

## What happens if I provided an incorrect IBAN?

We ask you to double-check your information beforehand and then complete the registration. If the respective refund amount cannot be transferred to the account you provided due to reasons beyond the control of Winora-Staiger GmbH / GHOST-Bikes GmbH, WINORA / GHOST is not obligated to make another attempt. In this case, please contact [teilnahme@eventcashback.com](mailto:teilnahme@eventcashback.com).

## Where can I find the frame number?

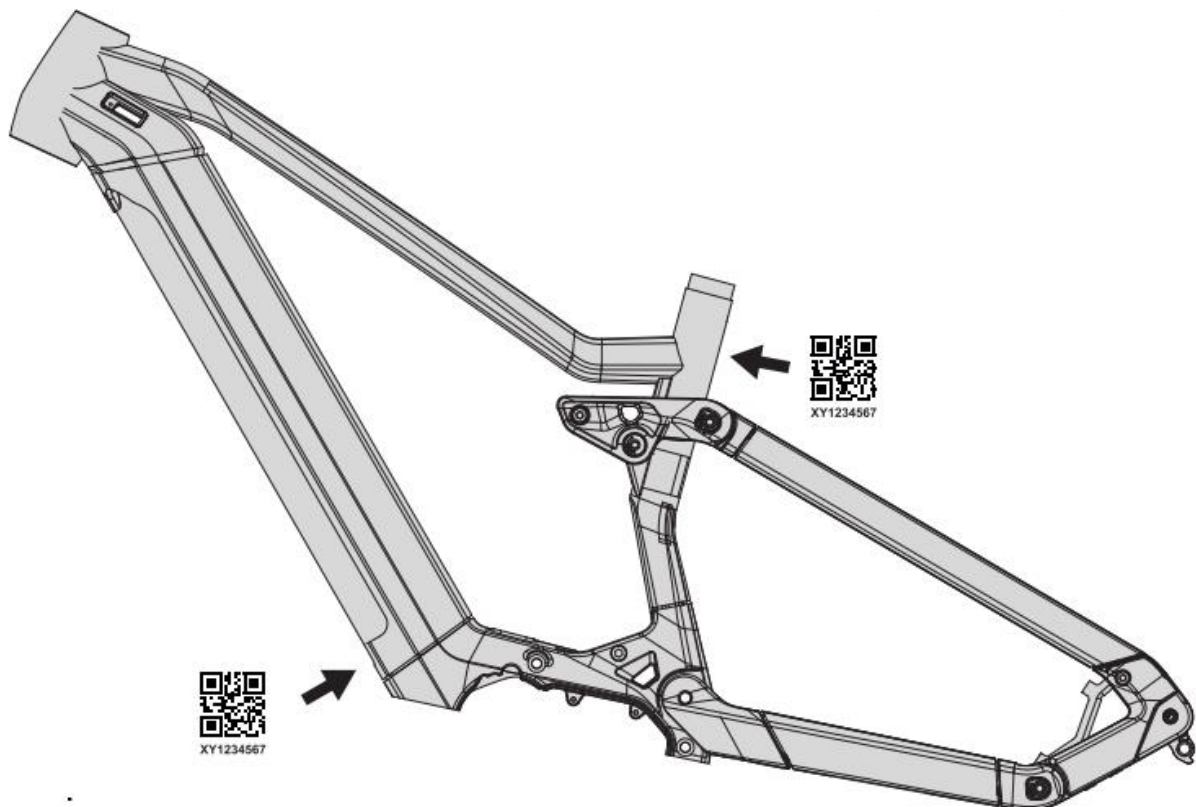
Depending on the brand, you can find the frame number of your bicycle in the following area:

WINORA

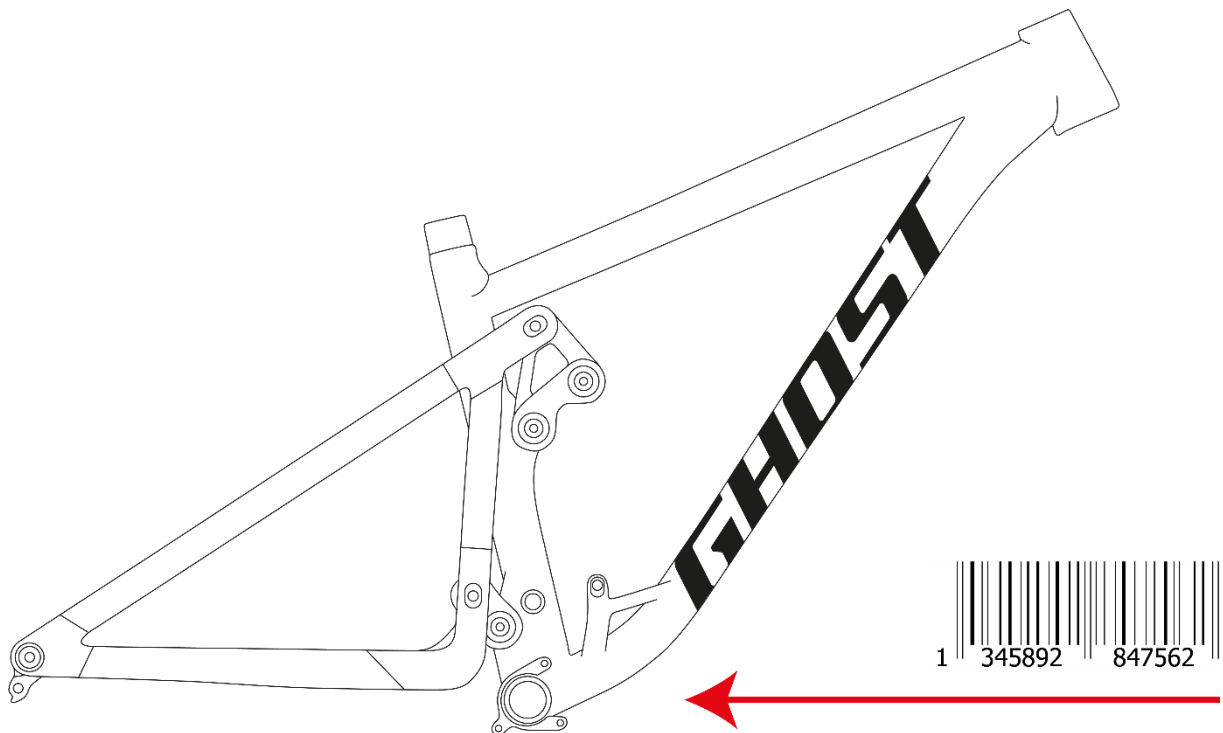
on the chain stay / seat stay

HAIBIKE

Underside of the down tube or rear side of the seat tube



GHOST, LAPIERRE: Down tube by the fork or in the bottom bracket / motor area



### **Where can I find the code to enter?**

The code you need to enter is the code you received on a card as part of one of this year's events.

### **Who is organising this cashback promotion?**

The organiser of the cashback promotion is Winora-Staiger GmbH, Max-Planck-Str. 6, 97526 Sennfeld for the WINORA and HAIBIKE brands and GHOST-Bikes GmbH, An der Tongrube 3, 95652 Waldsassen for the GHOST and LAPIERRE brands. The two companies are both subsidiaries of the Dutch ACCELL GROUP, Industrieweg 4, 8444 AR Heerenveen, The Netherlands.