

Why can't customers successfully claim the promotional coupon code?



If customers fail to successfully claim the promotional coupons/codes, they cannot be linked to the promoters as customers.

The following situations may cause customers to fail to claim successfully:

1. When customers try to claim the promotional coupons/codes, if the coupons/codes have expired or become invalid, users will be unable to claim them.
2. If merchants set a 'limit on the number of claims' for the coupons/codes and users have already claimed the coupons/codes, users will be unable to claim them again.
3. When customers try to claim the promotional coupons/codes, if there is no inventory of the coupons/codes, users will be temporarily unable to claim them. At this time, merchants can replenish the inventory of the coupons/codes to enable users to claim them successfully.

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