

BlackBerry World Holiday Promotions FAQ

25 Days of Gifts

I see the same giveaway as yesterday, why?

It could be that you are too early to receive the new gift for the day. Please close BlackBerry World and open it at a later time to see the new gift. If it seems like nothing has changed in a long time, refresh BlackBerry World by following these steps: Pull down the top menu > Select **Settings** > Select **General** > then select the **Refresh BlackBerry World** button.

What time does the new giveaway appear for the day?

Time varies by geographic location and can change slightly day-to-day.

What giveaway will be available to me?

Every day a new giveaway will be made available; every day is a surprise!

I missed yesterday's giveaway, can I still get it?

Unfortunately, no. the giveaways are only available for 24 hours, get them while you can.

I have a PlayBook/BBOS device; can I get a promo item?

Unfortunately, no. The 2013 holiday promotions are only for BlackBerry 10 devices. Learn about upgrading to BB10 at BlackBerry.com.

What are the device requirements?

BlackBerry 10 Smartphone with 10.1+ Operating System (OS).

Overall Questions

How do I know if a promotion is still available for an item?

If you see the regular price on the 'Price' button, the promotion is over for that item. If an item is still on promotion, the regular price will be crossed out and either a sale price or the word 'Free' will be shown.

The promo says it is over, but I know it only started today, is it truly over?

Some items have limited quantities.

My friend can't see the same free/sale item as me, why not?

It could be that one of you needs to restart BlackBerry World in order to view the latest promos. Alternatively, it could be that they are in a different Country, have a different device, and/or be on a different carrier. Items will vary across these attributes.

If I delete the promo item, can I reinstall it?

Yes, please see the regular [BlackBerry World FAQ](#) for further details. Promo items behave the same as regular items.

If I change devices, can I reinstall the promo item?

Yes, please see the regular [BlackBerry World FAQ](#) for further details. Promo items behave the same as regular items.

My credit card/PayPal got charged, but it was supposed to be free/on sale.

It could be that the item was no longer on promotion. To verify that an item is still on promotion, see '[How do I know if a promotion is still available for an item?](#)'. If you still feel there was an error, please visit [BlackBerry World Support](#) to submit a refund request.

My carrier bill got charged, but it was supposed to be free/on sale.

It could be that the item was no longer on promotion. To verify that an item is still on promotion, see '[How do I know if a promotion is still available for an item?](#)'. If you still feel there was an error, please contact your Service Provider directly for any questions related to Carrier Billing.

Who can I contact if the answer isn't here?

Please visit [BlackBerry World Support](#) to access troubleshooting resources, visit social and community forums, review answers to frequently asked questions, and more.

LEGAL:

Offer valid only in regions where BlackBerry World is available. Offer valid for BlackBerry® Z10, Q10, Z30, Q5 and Porsche Design 9982 devices only. One free offer per day from December 1st 2013 until December 25th 2013. Each free offer valid for 24 hours only. Free gift each day may vary depending on handset and country of resident. Data charges may apply to use certain features or to download content and applications over the wireless network. User is responsible for all data charges. Please check with your service provider for availability, costs and restrictions. Offer may change without notice. © 2013 BlackBerry Limited. All rights reserved. BlackBerry®, BBM™ and related trademarks, names and logos are the property of BlackBerry Limited. All other trademarks are the property of their respective owners.