



FAQ

Cadeau surprise Online Prize Claim

Before claiming a prize online

Can I claim my prize differently?

Yes.

You can claim your prize by mail.

For more information, visit the [Cadeau surprise section](#).

Do I need a lotoquebec.com account?

No.

A lotoquebec.com account is not necessary.

Do I need an email address?

Yes.

We use your email address to send you an email confirmation that we received your claim request.

Our supplier, **La Forfaiterie**, also uses it to send you warranty and delivery information about your gift.

What do I have to do before starting the online prize claim process?

Check your ticket to see if you've won

To do so, go to the [Online Ticket Checker](#) page, click on “Scratch Ticket,” then on “Continue,” and then enter the control number on your ticket. You can also check your ticket using the Lotteries app.

If you've won a prize you can claim online:

Get your winning ticket ready

Check that you've signed the front of the ticket and completed the information on the back.

Also, make sure that you've scratched the control number entirely without damaging it and that it's visible.

Take photos of your winning ticket

Take three photos: one of the front, one of the back and a close-up of the control number. The photos must be saved in JPEG, PNG or PDF format.

Where's the control number on my *Cadeau surprise* ticket?

On the *Cadeau surprise* ticket, the control number is hidden vertically underneath the scratch-off area.



What's the approximate timeline to receive my gift card or my gift?

Here are the timelines according to the type of delivery selected.

Delivery by email

Your gift will be emailed within three weeks if your prize claim is complete and complies with the terms and conditions. Please check your spam folder if you haven't received your gift by this deadline.

Delivery by mail

Your gift will be mailed within three to four weeks if your prize claim is complete and complies with the terms and conditions.

During the online prize claim process

How do you ensure the privacy of my personal information?

Loto-Québec is committed to protecting your privacy and undertakes to process the information you provide in compliance with its [Privacy Policy](#).

PHOTOS OF THE TICKET

Which photos of my ticket must I provide?

You have to provide three photos of your ticket with your online prize claim request: one of the front, one of the back, and a close-up of the control number. The photos must be saved in JPEG, PNG or PDF format.

Must I keep my original winning ticket?

Yes.

Keep your original ticket until you've received your gift.

Why do I have to provide three photos of my ticket?

With those three photos, we can check that you've correctly signed the ticket, confirm the win and begin the prize claim process.

How do I add the photos of my winning ticket?

There are two ways to add the required photos to your online prize claim.

Method #1: Drag and drop

Start by opening the folder where you saved your photos. Then drag and drop them, one at a time, in the correct area:

- The first one is for the front of the ticket.
- The second one is for the back of the ticket.
- The third one is for the ticket's control number.

Method #2: Select a file

First, click on "Select a file" in the area for the front of the ticket. Go to the folder where you saved your photos. Select the photo of the front of the ticket and click on "Open." You've added the first photo.

Second, click on "Select a file" in the area for the back of the ticket. Go to the folder where you saved your photos. Select the photo of the back of the ticket and click on "Open." You've added the second photo.

Third, click on "Select a file" in the area for the control number. Go to the folder where you saved your photos. Select the photo of the control number and click on "Open." You've added the third and final photo.

I'm trying to add a photo of my ticket, but it doesn't appear among my choices. Why is that?

If your photo doesn't appear among the options of documents to upload to our site, it's because it's not saved in an accepted file format. These are the accepted file formats:

- PDF
- JPG
- PNG
- PEG
- PJPEG

Save your document in one of these formats, and it'll appear among your choices.

CHOOSING YOUR GIFT

Why is the gift I'd like to choose not available?

Gifts in Categories 1 and 2 are available in limited quantities. If a gift is unavailable when you claim your prize, you must select another gift that's still available in the same category.

I can't see all the gift options on my phone. How can I see them?

Just click on the carousel's arrow.

You'll be able to see all the gifts in the category.

CONTACT INFORMATION AND DELIVERY ADDRESS

Why do you ask me for my phone number?

We need a phone number to contact you in case we have to ask you for additional information to process your prize claim.

Why can't I enter an address outside of Canada?

We can only send gifts by mail to Canadian addresses for legal reasons. If you live outside Canada, please contact us at 1-514-499-5075 or service_clientele@loto-quebec.com.

After completing the online prize claim process, can I edit or add a delivery address?

For this type of request, please give us a call at 1-866-611-5686.

TICKET CONTROL NUMBER

I can't enter the last three digits of my ticket's control number. What should I do?

Enter the last three alphanumeric characters of your ticket's control number that you entered when you checked your ticket using the Online Ticket Checker.

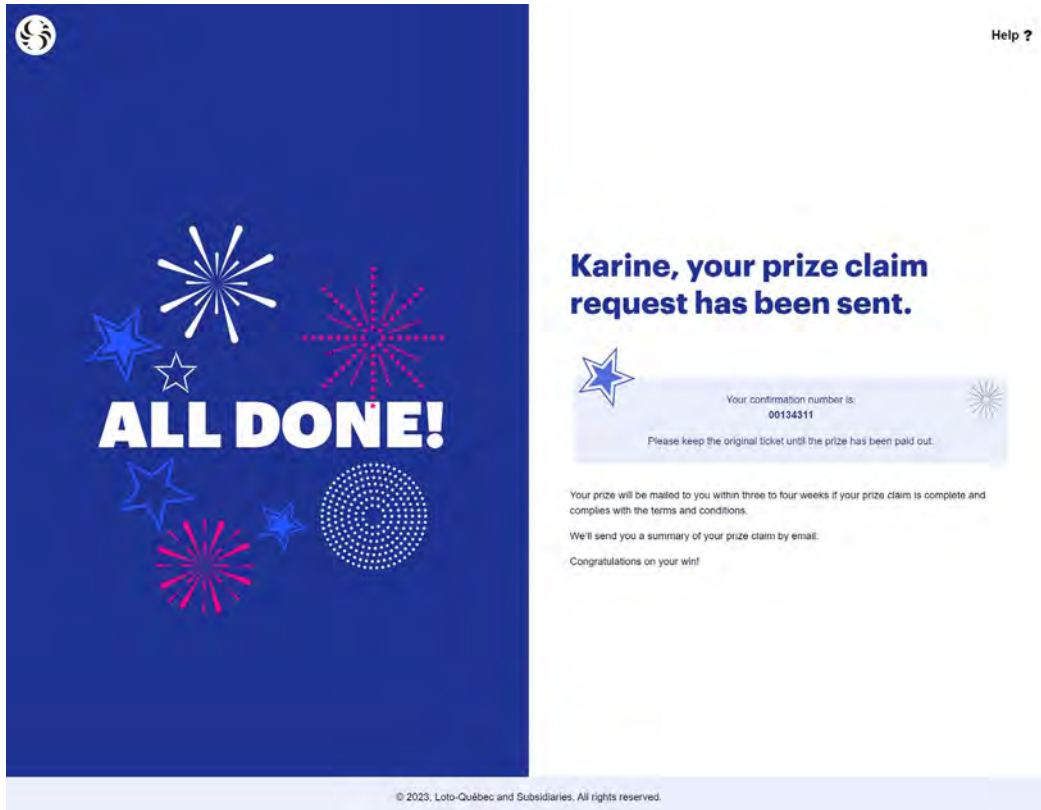


On the *Cadeau surprise* ticket, the control number is hidden vertically underneath the scratch-off area.

CONFIRMATION OF THE ONLINE PRIZE CLAIM REQUEST

How will I know whether my online prize claim was sent correctly?

You'll see a message on your screen confirming your online prize claim request was sent during the last step of your request (*see the example below*).



After this, you'll receive a confirmation email from Loto-Québec.

Within two business days after you've claimed your prize, you'll receive an email from La Forfaiterie, our supplier in charge of both postal mail and email gift delivery.

After the prize claim

GIFT DELIVERY

Must I be there when the gift is delivered?

You don't have to be present when your gift is delivered. However, make sure your delivery address is correct to avoid delays.

How will my gift be delivered, and by whom?

Our supplier, La Forfaiterie, uses a shipping service to deliver Cadeau surprise gifts. No signature is required upon delivery.

Why has La Forfaiterie sent me an email when the gift I chose is an air fryer, a stand mixer or another item?

La Forfaiterie is our new gift supplier for the Cadeau surprise lottery game. It processes all gifts, including the air fryer, the stand mixer and other merchandise gifts.

Can I choose a different gift?

No.

You cannot choose a different gift after completing the online prize claim process.

I've sent my online prize claim request, but I made a mistake on my address or my delivery address. What do I do?

For this type of request, please give us a call at 1-866-611-5686.

Where do I find my gift choice in the email I received from La Forfaiterie?

Your gift choice is identified at the bottom of the winner's certificate attached to the email La Forfaiterie sent you.

My contact information has changed. How do I update it?

For this type of request, please give us a call at 1-866-611-5686.

How do I make sure my online prize claim is complete and accurate?

After receiving your online prize claim request, we'll call you if we need more information to process your claim or deliver your gift.