

## BUYER GUIDE

# How to enter raffles and win prizes

Everything you need to know about buying tickets, tracking entries, and claiming your prize on LekkerRaffle.

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## What is LekkerRaffle?

LekkerRaffle is a platform where you can enter raffles and buy tickets to win prizes. Raffles are run by **operators** — groups, organisations, or individuals hosting draws. When you follow an operator's link, you enter that operator's raffle under their **raffle group name**.



## Finding a Raffle

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### Via a shared link

The most common way to enter is through a **link shared by the operator** — on WhatsApp, Instagram, or any other channel.

1. Tap the link.
2. A web page opens showing the raffle details — prize, price per ticket, tickets remaining, and draw date.
3. If you have the **LekkerRaffle app** installed, it opens automatically in the app.
4. If not, you'll see download buttons for **Google Play** (and App Store when available).

### Via the app directly

1. Open LekkerRaffle and tap the **Raffles** tab (  ).
2. The list shows all currently open **public** raffles.
3. Tap any raffle to view details and buy tickets.



## Raffle Details

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When you open a raffle you'll see:

- **Prize photo** (if uploaded by the operator) — tap it to view full screen
- **Prize name** and optional **prize value** (e.g. "Worth R1 500")
- Ticket price, tickets remaining, and draw date
- Any active **bundle deal** (e.g.  2 for R80)



## Buying Tickets

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1. Open a raffle and review the details.
2. Fill in your details:
  - **Name**
  - **Email address**
  - **Phone number** (optional)
3. Select the **number of tickets** (up to 50 per purchase — scroll the selector).
  - If the operator has a **bundle deal**, the total price adjusts automatically when you hit the qualifying quantity.
4. Tap **Buy X ticket(s) — R[amount]**.
5. Complete payment on the **secure PayFast page**.
6. You're redirected to a **confirmation screen** showing your ticket codes.

You'll also receive a **confirmation email** with your ticket codes immediately after payment is confirmed.



## Creating an Account (Optional but Recommended)

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You can buy tickets as a guest, but a free account gives you:

- Your full ticket history in one place
- Push notifications when a draw happens
- Instant notification if you win
- Easy access to all your raffles

### To create an account

1. Tap the **Account** tab () .
2. Tap **Create account**.
3. Enter your name, email, password (minimum 8 characters including letters and numbers), and optional phone number.
4. Tap **Create account**.

### To sign in

1. Tap the **Account** tab () .
2. Tap **Sign in** and enter your email and password.

### Forgot your password?

Tap **Forgot password?** on the sign-in screen and enter your email address. You'll receive a reset link by email. The link expires after 1 hour.



## Viewing Your Tickets

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### If you have an account

1. Tap the **Account** tab (👤) and sign in.
2. Tap **My Tickets** — all confirmed tickets are shown, grouped by date.

### As a guest (email lookup)

1. Tap the **Account** tab (👤).
2. Enter the email address you used when buying.
3. Tap **Look Up** to see all confirmed tickets for that email.

Tap any ticket card to see the raffle name, prize, your **unique ticket codes** (e.g. AB3X7K ), and purchase date.



## Draw Results

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When a draw is completed:

- **If you won:** You receive a 🏆 **congratulations email** and push notification. Your ticket card shows a gold **WON** badge.
- **If you didn't win:** You receive a **draw result email** showing who won and their ticket number. Your ticket card shows a grey **DRAWN** badge.

### Viewing the draw

On a finished raffle's detail screen, tap "**View draw result**" to see the operator's spin wheel screenshot and watch the draw video (if uploaded).

### Confirming receipt & leaving a review

Once the operator dispatches your prize, you'll receive a **push notification and email**.

- **Via the app:** Tap the notification to open the review screen directly.
- **Via the email link:** Tap "**Confirm Receipt & Review**" — this opens a web page where you can confirm receipt and rate your experience without the app.

Rate the raffle (1–5 stars) and leave an optional comment. Reviews help future buyers know what to expect.



## Raffle Statuses

### Active

Raffle is open — tickets available

### Sold out

All tickets are taken

### Drawn

A winner has been selected

### Cancelled

Raffle cancelled — full refund issued



## Store Credit

If an operator issues you a refund as **store credit**, it's added to your account. Store credit is **operator-specific** — it can only be used on future raffles hosted by the same operator who issued it.

- Your balance is shown on that operator's raffle screens when you're signed in.
- Toggle **Use credit** at checkout to apply it.
- If credit covers the full ticket price, payment completes instantly — no PayFast page needed.
- If credit partially covers the cost, only the remaining amount is charged via PayFast.
- Credits do not expire.



## Refunds

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If a raffle is cancelled, the operator initiates refunds automatically via PayFast. You'll receive a **refund confirmation email** with a PayFast reference number. Refunds typically appear within **3–5 business days** depending on your bank.

If a PayFast refund fails, the operator may issue your refund as **store credit** instead — see above.



## Notifications

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Tap the **Notifications** tab () for your activity feed — ticket purchase confirmations, draw results, and account alerts.

### Push Notifications

- New raffle launched by an operator you've entered before
- Draw completed (win or no win)
- Prize dispatched by operator

To enable: allow notifications when the app asks. If denied, go to **phone Settings** → **LekkerRaffle** → **Notifications** and enable them.



## Account Management

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Tap the **Account** tab () → tap your name to update your **name, phone number, or password**. Tap **Sign out** to sign out.



## Become an Operator

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Want to run your own raffles? Download the **LekkerRaffle Operator** app from Google Play and tap **Need access? Request an account** → on the login screen. Or tap **Want to run raffles? Register as operator** → at the bottom of the Account tab in the buyer app.

Fill in your details and submit — you'll be contacted once your account is approved (typically 1–2 business days).



## Privacy & Legal

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- Your name and email are shared with the operator when you purchase a ticket.
- Your phone number is optional and not shared publicly.
- Ticket codes are unique identifiers used for verification — keep them safe.
- Read our [Privacy Policy](#) and [Terms & Conditions](#).
- To request account deletion, visit [legal.lekkerraffle.devkwagga.co.za/delete-account.html](https://legal.lekkerraffle.devkwagga.co.za/delete-account.html).