

J&J Care Club- FAQ

Q: How can I create an account?

A: To create an account, you just need to sign up here: <https://mycareclubrewards.com/National/en-us/Register>. You'll just need to enter some personal information so we know who you are!

Q: I can't remember my password. How can I login?

A: To reset your password, go to <https://mycareclubrewards.com/National/en-us/ForgotPassword> and enter your email address to receive a password reset link. If you don't see your password reset link in your inbox after a few minutes, we recommend checking your spam or junk mail folder.

Q: Why are my receipts being rejected?

A: Receipts may be rejected for a number of reasons, such as if there are no qualifying products visible on your receipt or if you've exceeded your monthly limit for restricted products. If you believe you made a qualifying purchase, your receipt may have been rejected because the image was blurry or important information was cropped from the image. You may upload a rejected receipt to be reviewed again; however, you must take a new picture of your receipt and ensure the image is clear with all text is present so that your receipt can be reviewed a second time

Q: I'm having trouble uploading a receipt. Am I doing something wrong?

A: To submit your receipt, please log into your Care Club account and click "Upload a Receipt." Please note that we are only able to accept image files (jpg, jpeg, png, or gif) that are less than 5 MB in size. PDFs are ineligible for this program.

Q: I'm having problems with the website. Why isn't it working?

A: Website issues are most commonly caused by the choice of internet browser. The Care Club Rewards website is optimized for the most up-to-date desktop and mobile versions of Google Chrome and Apple Safari; if you are using a different browser we highly recommend switching to Chrome or Safari.

Q: How long will it take for my receipt to be reviewed?

A: We try our best to review all receipts within 72 hours. In the event it takes us a little longer, please be assured that our team will review your receipt in the order it was received.

Q: When will I receive my Reward?

A: Physical rewards are fulfilled within approximately 6-8 weeks from the date your Reward is approved. Rewards will be shipped to the mailing address provided in your Care Club account. Digital rewards are sent via email.

Q: Which products qualify for J&J Care Club?

A: Products from Aveeno, Band-Aid, Clean & Clear, Desitin, Exuviance, Johnson's Baby, Listerine, Lubriderm, Neosporin, Maui Moisture, Neutrogena, Neostrata, OGX and Rogain qualify. Additionally products from Benadryl, Bengay, Imodium, Lactaid, Motrin, Pepcid, Rhinocort, Sudafed, Tylenol, Zarbee's, Zyrtec and Visine likewise qualify, but are restricted to one receipt upload per month.