

# MATOMY OFFER SUPPORT

## HOW TO CONTACT OUR SUPPORT TEAM ABOUT UNCREDITED OFFERS

Before starting the inquiry process, it's important to read the list of "Do's and Don'ts". This list will help solve many of the difficulties that prevent you from getting your virtual currency quickly and efficiently.

### DO'S & DON'TS



- Cookies, Java and Flash must be enabled
- Ad blockers must be disabled
- An offer may be completed only once unless stated otherwise



- We don't allow hidden proxies, fake accounts or any GEO or IP manipulation
- We don't allow multiple users from the same IP address
- Insufficient or incorrect data will be regarded as incomplete information and will not be credited
- Any fraud, bots or other misuse of our advertised offers will cause accounts to be blocked from our offer wall immediately and permanently.

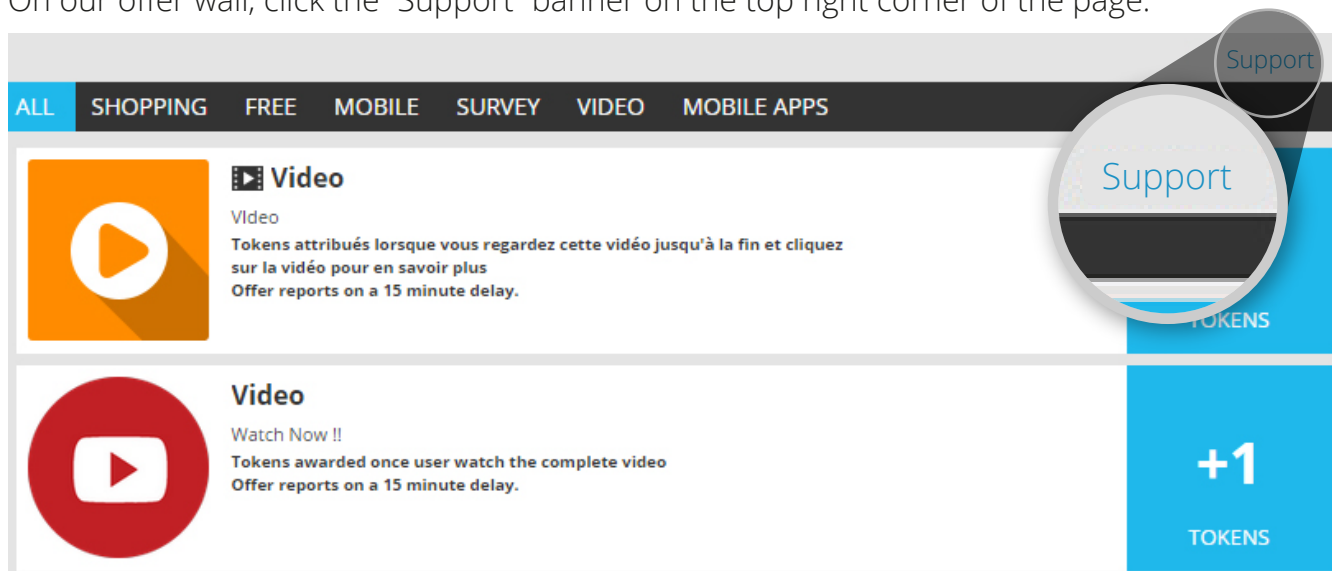
**We reserve the right to revoke points already given to the user as well as informing the game/site developer of any offer abuse!**

## STEP 1: PATIENCE

In some cases, you will receive a message asking you to wait before beginning the inquiry process. This usually happens because the advertiser has not yet approved the payment.

## STEP 2: CHOOSE SUPPORT

On our offer wall, click the "Support" banner on the top right corner of the page.



The screenshot shows the top navigation bar with categories: ALL, SHOPPING, FREE, MOBILE, SURVEY, VIDEO, and MOBILE APPS. A 'Support' banner is highlighted in the top right corner. Below the navigation bar, there are two video offers:

- Video**  
Video  
Tokens attribués lorsque vous regardez cette vidéo jusqu'à la fin et cliquez sur la vidéo pour en savoir plus  
Offer reports on a 15 minute delay.
- Video**  
Watch Now !!  
Tokens awarded once user watch the complete video  
Offer reports on a 15 minute delay.

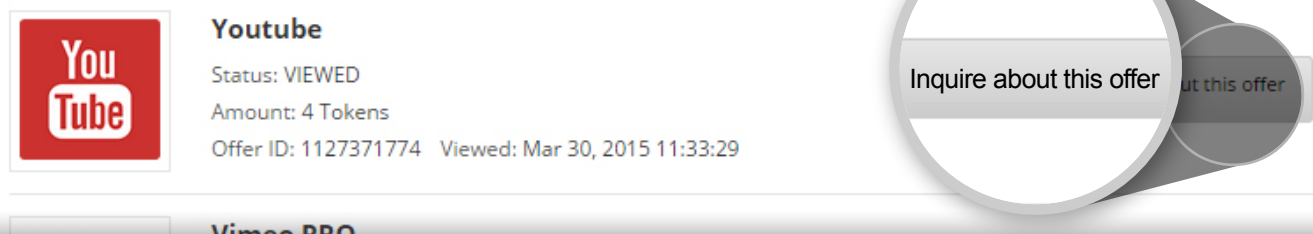
On the right side, there is a blue button labeled '+1 TOKENS' and a 'Support' banner.

## STEP 3: CHOOSE THE OFFER

After clicking the "Support" banner, a list with all your offers will appear. Choose the offer you want to inquire about and click "inquire about this offer".

### OFFERS HISTORY

In order to give our users the best and fastest service we display only high rewarding offers on the



The screenshot shows the offers history interface. A 'YouTube' offer is highlighted with a callout box that says 'Inquire about this offer'. The offer details are:


- Youtube**
- Status: VIEWED
- Amount: 4 Tokens
- Offer ID: 1127371774 Viewed: Mar 30, 2015 11:33:29

Below the YouTube offer, there is a 'Vimeo PRO' offer partially visible.

## STEP 4: SUBMIT DETAILS

Enter your email address and include all the details you have about the offer in question. After you submit your request a notification will appear on your screen – “Your inquiry was successfully sent”.

In order to give our users the best and fastest service we display only high rewarding offers on this page.



**Youtube**  
Status: VIEWED  
Amount: 4 Tokens  
Offer ID: 1127371774 Viewed: Mar 30, 2015 11:33:29

Inquire about this offer

**Inquire about Youtube** X

Your e-mail

Issue  
I didn't receive my Tokens

Your question / inquiry

Send

Business Video Hosting  
vimeo  
Get Started

Inquire about this offer

## STEP 5: EMAIL REPLY

After we receive your inquiry, an email with detailed instructions will be sent. In order for us to start the inquiry process, you must reply to this email.

If you can't access your offer wall please email [support@matomy.com](mailto:support@matomy.com)

**Our support team will check the offer, contact the advertiser and email or credit you within 48-72 hours.**