

Please note that when you purchase 50/50 raffle tickets, you should receive two separate emails:

1. Your transaction confirmation. This tells you successfully spent your money purchasing the tickets.
2. Your tickets. These come in a separate email from the confirmation email mentioned in 1. One or both of these emails may be stuck in your junk or spam folders so if you received one in your inbox, you still might have the other in your junk/spam folder. Don't despair. We will do our best to help you resolve any potential issues.

Are you only getting 10 ticket numbers when you purchased 20? Or 50 if you purchased 100 and so on...?

Not to worry! Every number starts with 99. There may be spaces missing on the rows of tickets numbers in your official ticket. That would make two numbers look like one really long one. Please check again and you will find that you actually do have all the numbers after all.

Are you having problems purchasing 50/50 raffle tickets?

First, make sure you allow pop-ups in your browser (don't worry, you can go back to blocking pop-ups after you've finished purchasing your tickets). Just go to your browser settings to find the pop-up settings.

Second, when you go to purchase your tickets, a pop-up window will appear asking you to allow the site to know your location. You must choose to allow this function or else the raffle site will not move forward.

If you are trying to purchase through your smart phone, do not confuse the above with your cellphone location settings. It has to be allowed through the pop-up on what ever browser app you are using.

Did you not receive your tickets after receiving a purchase confirmation email?

First, check your junk and spam folders. If the tickets can't be found, contact 5050@abusehurts.ca to let us know so we can re-send your tickets. NOTE: you will need to whitelist raffle@abusehurts5050.com in your email account provider as, if we are at this stage of trying to resolve your issue, our emails are probably being blocked by your email security protocols.

Did you not get a confirmation (or tickets, for that matter) but money was taken out of your VISA Debit account?

This means the billing information you entered for your method of purchase does not match the info on file at your card's account provider. What happens now is they will hold the amount you tried to spend for a few business days while they try to verify the information you entered. If they can resolve the issue, the transaction will be completed. If they can't, your money will be returned to you and the transaction you tried to execute will be voided. Basically, no tickets. You'll have to start over. IMPORTANT: if this is happening to you, please don't keep trying because if you keep making the same mistakes, the total dollar amount you are trying to spend in each transaction will be held until resolved.

Need more help? Please send an email to 5050@abusehurts.ca.

DO NOT send emails to raffle@abusehurts5050.com as it is a no-reply address.