

## Your voucher code

### Where do I find my code to enter?

You'll receive your 16 digit Compliments Select eCode via email.

### Can I browse the site before I log on?

No, to access the Reward catalogue you must first login with a valid code.

### Does my code have an expiry date?

Yes, as displayed within the email you have received.

### Can I redeem more than one code?

You can only redeem one code at a time. After you have redeemed your code you can redeem a further code on the website.

### Can I part redeem a code?

No, a code must be redeemed in full. i.e. if you receive a £20 code you must redeem it for a £20 reward.

### What happens if I lose my code?

Codes issued via email can be re-issued. Please complete the contact us form.

## Redeeming your voucher

### Why can't I order voucher-based rewards below certain values and in any denomination?

Each merchant has different minimum values and denominations so the system helps you choose the correct values.

### How can I log out to redeem my code later?

You can end your session and redeem your Code at a later date by clicking the End Session button on the top right of the page.

## Ordering & Delivery

### How long will it take for me to receive my rewards?

Gift cards and Gift vouchers will be dispatched by post within 3 to 4 working days. eGift cards will be delivered promptly to the email address entered at the checkout stage.

### Can I change my order after I check out?

No, once your order has been processed it cannot be cancelled.

### What happens if my order does not arrive?

Should you have any questions regarding your order or its not arrived within 28 days from the date you've placed your order, please contact Edenred Customer Services on [complimentsselect-UK@edenred.com](mailto:complimentsselect-UK@edenred.com)

### What happens if I change address before I receive my reward?

Orders are processed daily and should be dispatched within 3 to 4 working days. If you're changing address we strongly advise that you don't place an order until you have completed your move.

### What do I do if I receive a faulty/damaged reward?

Please contact Customer Services on [complimentsselect-UK@edenred.com](mailto:complimentsselect-UK@edenred.com).

### If I lose my reward, can I order another one?

Once your reward has been delivered, its safekeeping is your responsibility. Lost rewards in the form of vouchers/cards cannot be replaced.

### Can I give rewards, including vouchers/cards, to someone else or are they only assigned to me?

Once you have received the reward you can give it to anyone else – however, you must always use your own address for order delivery.

I ordered a specific merchant's reward voucher but I received a different voucher. Why is that?

Some merchants are part of a retailer group. In this case you may receive a reward voucher or card that shows a different brand than you expected. However, the voucher card will still be accepted at the merchant in respect of which you ordered it.

### **Other questions**

Who can I contact if I have a specific query not mentioned above?

For further assistance please contact the person who is running your scheme for assistance.