

My Offers - Frequently Asked Questions

1. How do I search for offers on the site?

You can use the search bar at the top of the screen or look in the categories section to find the right offer for you.

2. How do the vouchers and cards work?

You can purchase shopping vouchers and cards from the website at a discounted rate to save money. These can then be used at that specific retailer. You will benefit from the discounts made on purchasing them for less.

3. How do I order a voucher or card?

It's simple. Log in to your savings website, search for the vouchers or cards you want and then order them at a discounted rate. For example if there is a 10% discount, a £100 gift card will cost you just £90. Please allow 3 working days for gift cards and vouchers to arrive.

4. Where can I use my vouchers and gift cards?

You can use the vouchers and cards at the retailer shown on the voucher or card – just like everyday vouchers and gift cards you might have seen before. They can be used as part payment, full payment or even for sale items and on top of in store promotions. Please note that not all of the vouchers and gift cards can be redeemed online – you will need to check the terms for each one.

5. What is a reloadable card and how can I top it up?

Some of the gift cards are reloadable so you can simply top them up with credit when you run out - ideal for regular savings at the supermarket. Topping up a reloadable card is easy. Just log into the site and visit the page of your chosen retailer. Select the Gift Card option – you will then be given the option of buying a new card or topping up your current one. Type in the amount you wish to top up and complete the payment as you normally would. Please allow 3 working days for top ups to be activated.

6. Are there any instant discounts on the site?

Yes – there are a variety of SMS codes, online codes and discounted eGift Cards available for you to use instantly..

7. How do eGift Cards work?

Discounted eGift Cards work in the same way as normal gift card or vouchers, only they are instant. Log onto the website, search for your chosen retailer and select the eGift Card option. Choose how much you want to spend – you will then see the discounted price you actually need to pay. Once the payment has been processed, the eGift Card will be sent to your email address ready for you to use.

8. Do I need to spend all of the money on my eGift Card at once?

No – just like the plastic gift cards, you can choose to only spend a certain amount at any time and save the remainder of the funds for later.

9. Which retailers can I get an eGift Card with?

Currently, we have some of the top retailers using eGift Cards with others soon to come! Check out the eGift Cards section on your savings website for the full range.

10. Can I use my vouchers or cards on sale items?

Yes! This allows you to get a double discount – one when you purchase the voucher or gift card at a discounted price, and one when you make use of an in-store sale/promotion! For more details please check with the retailer..

11. How many vouchers or gift cards can I order?

There is no limit on how many vouchers or gift cards you can order. Even if you have a gift card that is reloadable, you are more than welcome to purchase more, for example if you want to give them to family and friends.

12. What if my vouchers are lost, stolen or damaged?

Edenred are not liable for damaged, lost and stolen vouchers and cards. It is up to the retailer whether they choose to accept damaged vouchers or cards. If your vouchers are lost in the post please contact the Edenred Help Desk at customerservices@edenred.uk.com or call 0800 019 6666.

13. Is my data protected?

All the data which is stored on the website is protected. Edenred holds an ISO27001 compliance certificate, which provides assurance that the management system for information security is in place and all data is secure. Edenred **do not** save financial information or card details. Any personal data Edenred have is held on secure webpages as denoted by a padlock on the page web address.

14. What do I do if I have a problem with the site or need assistance?

Please contact the Help Desk by emailing customerservices@edenred.uk.com or by calling 0800 019 6666.

15. When can I access the website?

The website can be accessed 24 hours a day, 7 days a week from work or home.

16. How can I keep up to date on new offers?

Be sure to make the most of the latest offers and last minute deals by registering for email updates. You can do this simply by visiting the 'My Details' section of the website.
