

Food and Welfare Vouchers

Guidance for Recipients



Hello, and welcome to Huggg.

If you're reading this then you have likely received a shopping voucher and want to know how to use it. Well you're in the right place. To keep things simple, all the different organisations that send out the vouchers - schools, local authorities and other institutions, etc. - will be referred to as the Sender throughout this document.

We're glad to have you onboard and want to make the experience of using your voucher as straightforward as possible. Huggg's role in the process is to ensure that the link you receive produces a valid voucher with a correct balance so you can shop.

Please take the time to read through this document thoroughly ahead of your next shop. It will contain all the information and help you will need in order to use your vouchers successfully.

All the best.

Paul and Team Huggg



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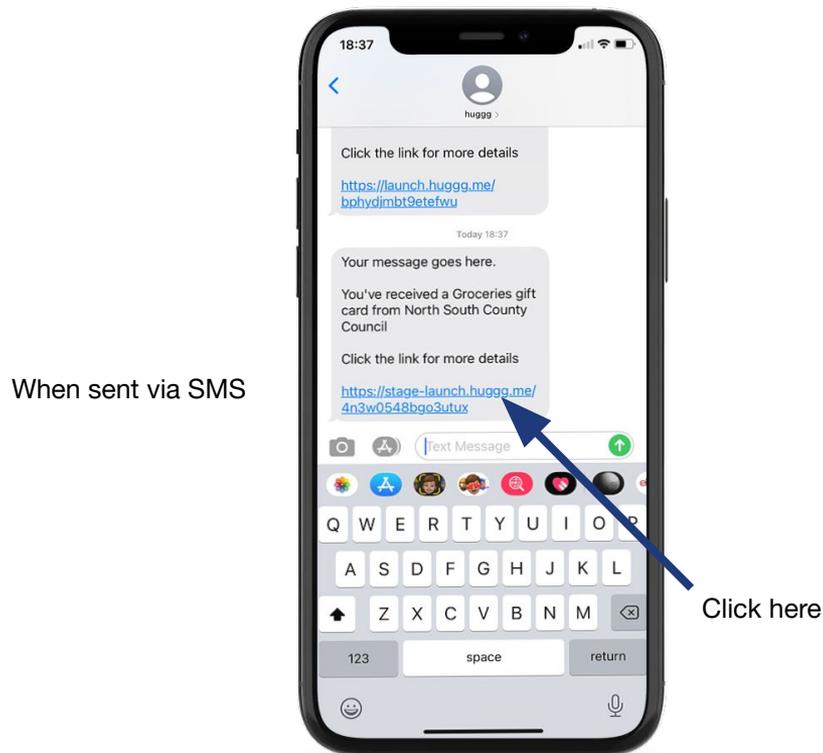
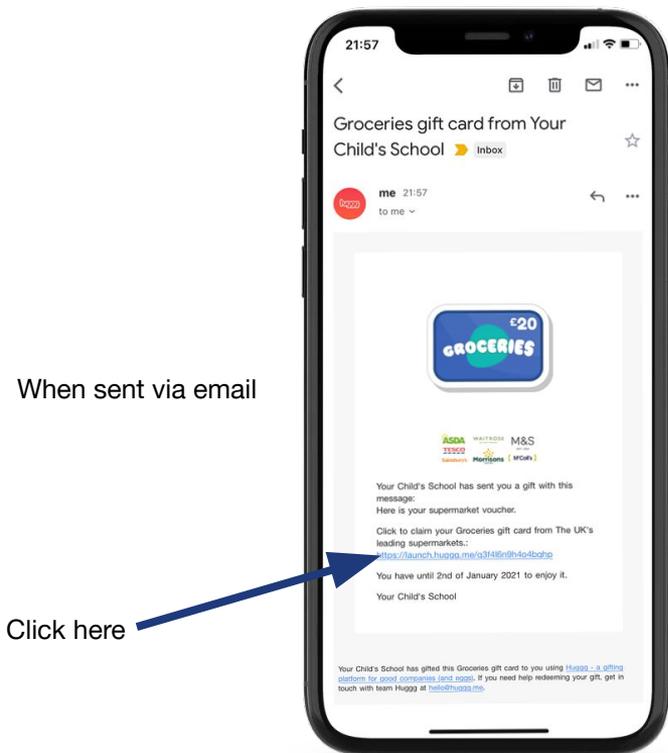


Section 1

How to use your voucher(s)

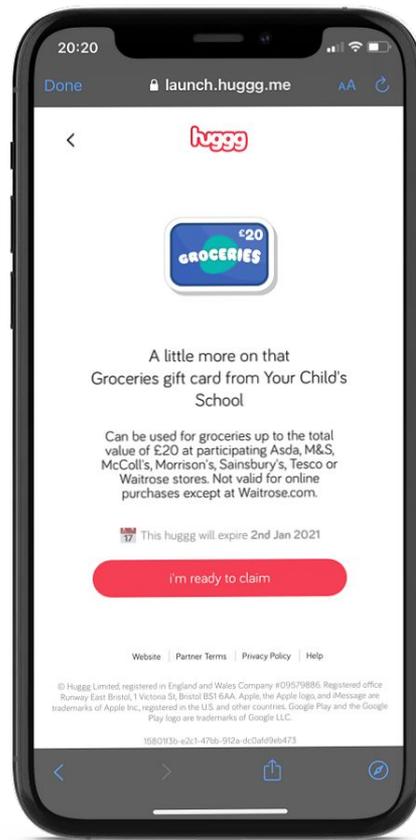
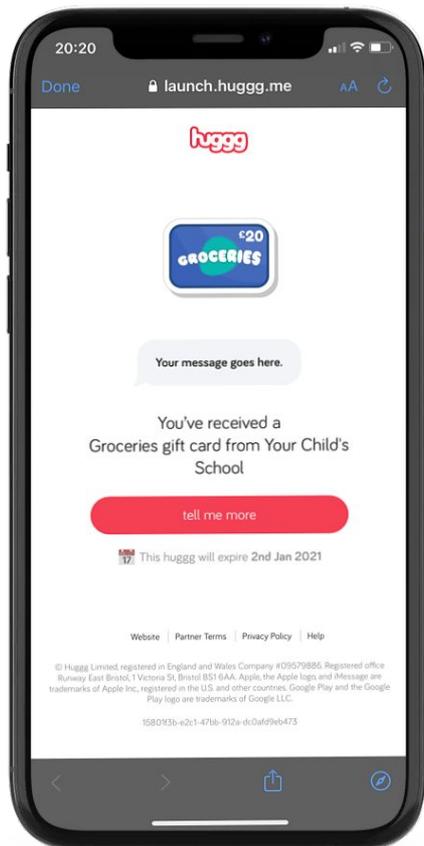
Step 1

Before you shop, you will need to activate your shopping voucher. To get started, click the link in the communication you have received from your sender. It'll look something like this:



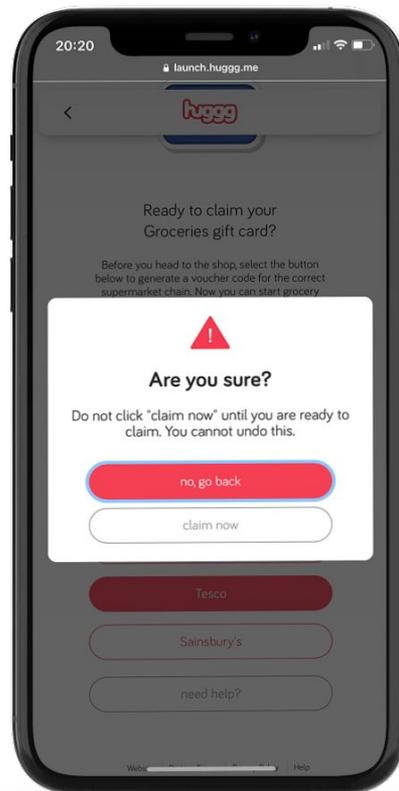
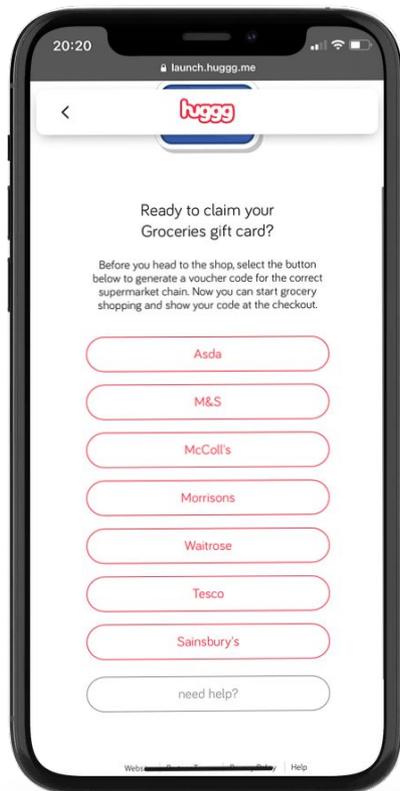
Step 2

When you land here, click **'Tell me more'** followed by **'I'm ready to claim'**.



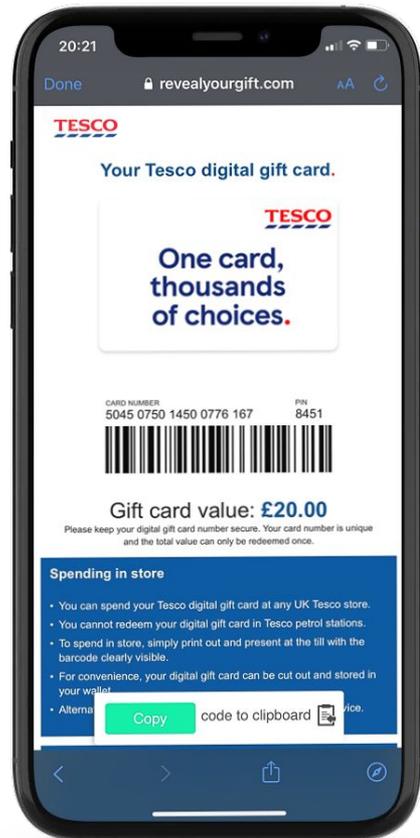
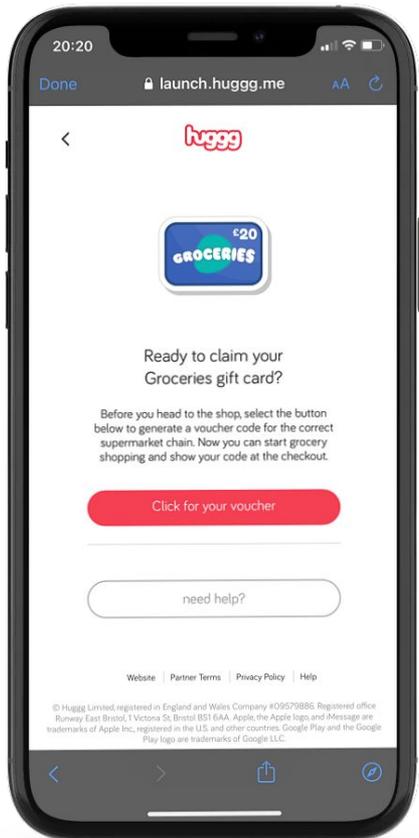
Step 3

You now need to select at which retailer you'd like to shop. This step cannot be undone, so please make doubly sure you're happy with your selection before hitting '**Claim now**'.



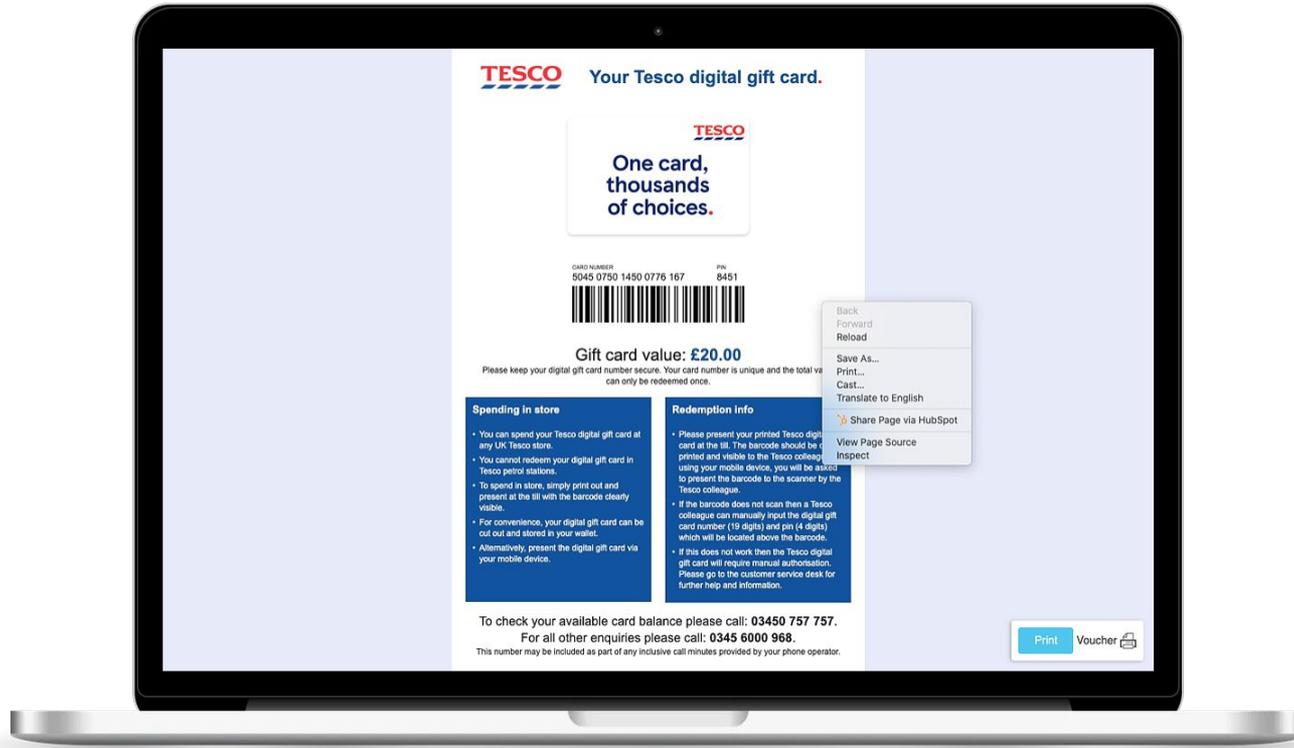
Step 4

Hit '**Click for your voucher**' to reveal the voucher for your chosen retailer. This final screen (with branding for the retailer you have chosen) is the screen you will need to pay for your shopping.



No smartphone? No problem.

Contact your sender to ask if they're able to print the voucher(s) for you.



Section 2

Retailer Information

Important

Whilst your voucher/s can be used to buy a large range of items, some stores do put restrictions on certain items. Furthermore, **not all stores accept the vouchers for online shopping.**

The following pages detail exactly what restrictions are in place at each of the participating retailers and which of them accept the vouchers online. You will also find useful contact details for each retailer, links to their own terms and conditions and details on how to check the balance of your voucher.

Please be sure to familiarise yourself with this information as your chosen retailer cannot be changed once it has been selected.

Finally, you may also find that the Sender also puts certain buying restrictions in place so look out for this in their communications with you.



Retailer Terms



Exclusions:

Aldi or third party gift cards; lottery tickets; scratch cards (or related material); alcohol.

Shop Online:

No

Terms & Conditions:

[Aldi Terms](#)

Checking Balance:

By scanning or by entering the code at the checkout in store.

Valid For:

5 years from issuance

Getting Help:

[Online](#)



Exclusions:

Third party concessions; gift cards; tobacco; stamps; petrol; lottery tickets.

Shop Online:

Yes, at the following sites:

[Groceries](#)

[asda.com](#)

[George.com](#)

Terms & Conditions:

[Asda Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

2 years from issuance

Getting Help:

0800 519 33 33 or [Online](#)



Retailer Terms

Iceland

Exclusions:

None

Shop Online:

No

Terms & Conditions:

[Iceland Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

Will be printed on your voucher.

Getting Help:

0344 375 0739

or

[Online](#).

M&S

Exclusions:

None

Shop Online:

Yes at

marksandspencer.com

NOT Ocado.

Terms & Conditions:

[M&S Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

2 years from issuance

Getting Help:

[Online](#)

Retailer Terms



Exclusions:

Gift cards
Lottery tickets

Shop Online:

No

Terms & Conditions:

[Morrisons Terms](#)

Checking Balance:

Yes, by calling 0344 381
9461

Valid For:

12 months from issuance

Getting Help:

0344 3815042
or
[online](#).



Exclusions:

Third party concessions;
gift cards; tobacco; stamps;
petrol; lottery tickets.

Shop Online:

Yes, at the following sites:

[groceries](#)

[asda.com](#)

[george.com](#)

Terms & Conditions:

[Asda Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

2 years from issuance

Getting Help:

0800 519 33 33
or
[Online](#).



Retailer Terms

Sainsbury's

Exclusions:

Branded Gift Cards; All lottery related products; PayPoint products and services; Stage 1 Infant Formula milk; Tobacco and related products; Postage stamps; All in store concessions; Petrol and Diesel; Mobile phone top ups; Online delivery charges; Travel Money.

Shop Online:

Yes via www.sainsburys.co.uk but you can only redeem up to £50 of gift card on a single transaction.

Terms & Conditions:

[Sainsbury's Terms](#)

Checking Balance:

If your physical Gift Card has a QR code on the back of the card. You can scan this QR code with a smartphone device and follow the link provided to confirm your current card balance and expiry date of your card.

You can check the balance of a Gift Card or eGift Card via our automated phone line on 0800 636262 you will need the 19-digit card number and PIN for this process.

You can also ask a store colleague at the till to complete a balance check. Note, we will also provide you with a receipt after each transaction to confirm the balance.

Valid For:

2 years from issuance

Getting Help:

0800 63 62 6



Retailer Terms

**Exclusions:**

Gift cards

Shop Online:

No

Terms & Conditions:

[Tesco terms](#)

Checking Balance:

At any Tesco store or by calling 03450 757 757

Valid For:

5 years from issuance

Getting Help:

0800 50 55 55

**Exclusions:**

Tobacco and tobacco products;

Postage stamps;

Scratch cards;

Lottery tickets;

Infant milk formula 0-6 months;

Prescription; products;

Mobile top up;

Gift cards; Pay cards;

Car park charges.

Shop Online:

Yes via [waitrose.com](#)

Terms & Conditions:

[Waitrose Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

2 years from issuance

Getting Help:

03456 049 04



Retailer Terms



Exclusions:

Gift cards

Shop Online:

No

Terms & Conditions:

[Tesco terms](#)

Checking Balance:

At any Tesco store or by calling 03450 757 757

Valid For:

5 years from issuance

Getting Help:

0800 50 55 55



Exclusions:

Tobacco and tobacco products;

Postage stamps;

Scratch cards;

Lottery tickets;

Infant milk formula 0-6 months;

Prescription; products;

Mobile top up;

Gift cards; Pay cards;

Car park charges.

Shop Online:

Yes via [waitrose.com](https://www.waitrose.com)

Terms & Conditions:

[Waitrose Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

2 years from issuance

Getting Help:

03456 049 049



Section 3

FAQs and Help

FAQs

We have an extensive (and searchable!) help centre that will answer all commonly asked queries. You can find it by clicking [here](#).

Where to get help

If after checking the help centre you still need assistance and your question is related to the **link** you received, please email us at fsm@huggg.me

If your question is related to your **shopping voucher**, please use the contact details provided on the voucher itself or in section 2 of this guide.



IMPORTANT

Once you have made your retailer selection and turned your link into a shopping voucher, Huggg's role in the voucher process has been completed.

Should you encounter any issues from this point on - including issues at the till or with online ordering - you will need to please contact the retailer's customer service team.

Contact details can be found in section 2 of this document.

Thank you.

