HOW TO REDEEM YOUR VOUCHER LINK FOR A RETAILER E-VOUCHER

You'll receive an email a link to order your retail voucher and the email will look similar to the below.

Click the rounded box under step 1, 'redeem your voucher'.

£50

to spend on an eVoucher(s) from the
selection available

Here are the details on how to choose your evoucher

Step 1
Click the link below

Redeem your voucher

Step 2
Follow the on-screen instructions to choose
your eVoucher(s)

Step 3
You will receive your eVoucher(s) instantly
on screen, and via SMS or email.

Link Valid Until: 07-07-2024

Order Number: 576678-6743

If you need to contact us, please
remember to quote your Order Number.

Once the redemption page has loaded, you'll see confirmation of the value and the expiry date for you to have exchanged your voucher link by.

Please click on the blue 'Choose your eVouchers' button, under the redemption step images shown below.

pluxee

Great News!
It's time to choose your eVouchers.

Flexible Choice Voucher
pluxee

£5

Link expires 21/05/2025

1 **Select Retailers**
Choose where to spend
your eVouchers

2 **Get eVouchers**
Place your order and get
your eVouchers sent to
you....

3 **Redeem Your
eVoucher**
Spend your eVoucher at
your selected retailers.

Choose Your eVouchers

You can now see the retailer catalogue, a list of the retailers you are eligible to order your vouchers from. To find the retailer you want you can:

- You can use the categories shown at the top of the page
- Search for your chosen retailer in the search box to the left of the screen
- Scroll through the list on screen

When you have found the retailer you want to spend with, select the 'view detail' tab below the retailer name.

Please note: retailers available will be dictated by the organisation who have issued the voucher to you.
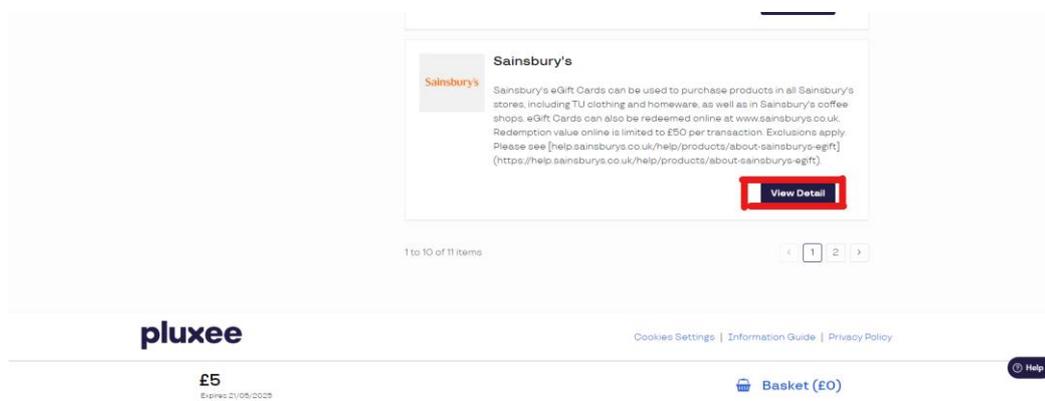
All relevant retailer information you'll need can be found along the left-hand side of the screen. Select the amount you want to order and click 'Add to Basket'.

Please note: you can only order up to the value you've been issued. This will be shown in the bottom left-hand side of the screen. You can spit the overall value across multiple retailers.
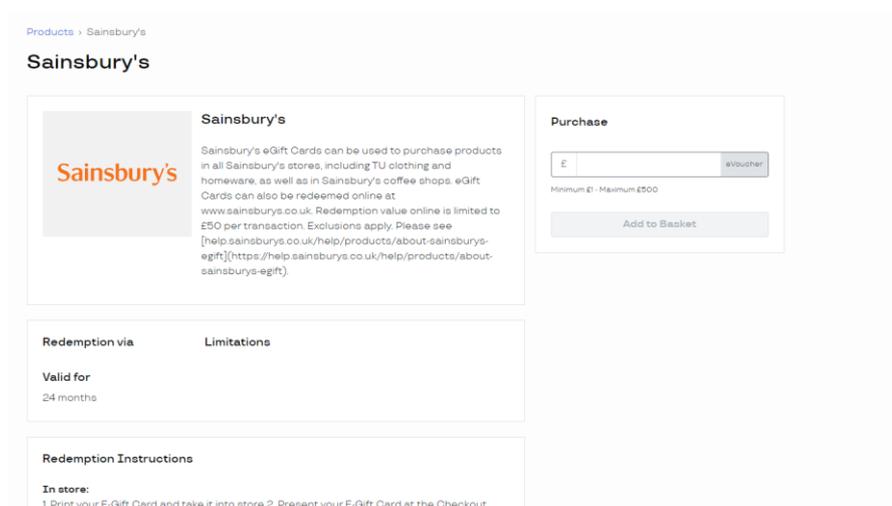
You should see a green box appear at the top of the screen to confirm your selection has been added to your basket. You can also see the value in your basket in the bottom right-hand corner of the screen.

Please note: you will only be able to finalise your order once your order value matches the total voucher value you've been issued.

For example, if you have been issued £20 but only £10 is showing in your basket, you will need to order another voucher/s to bring your total up to £20.
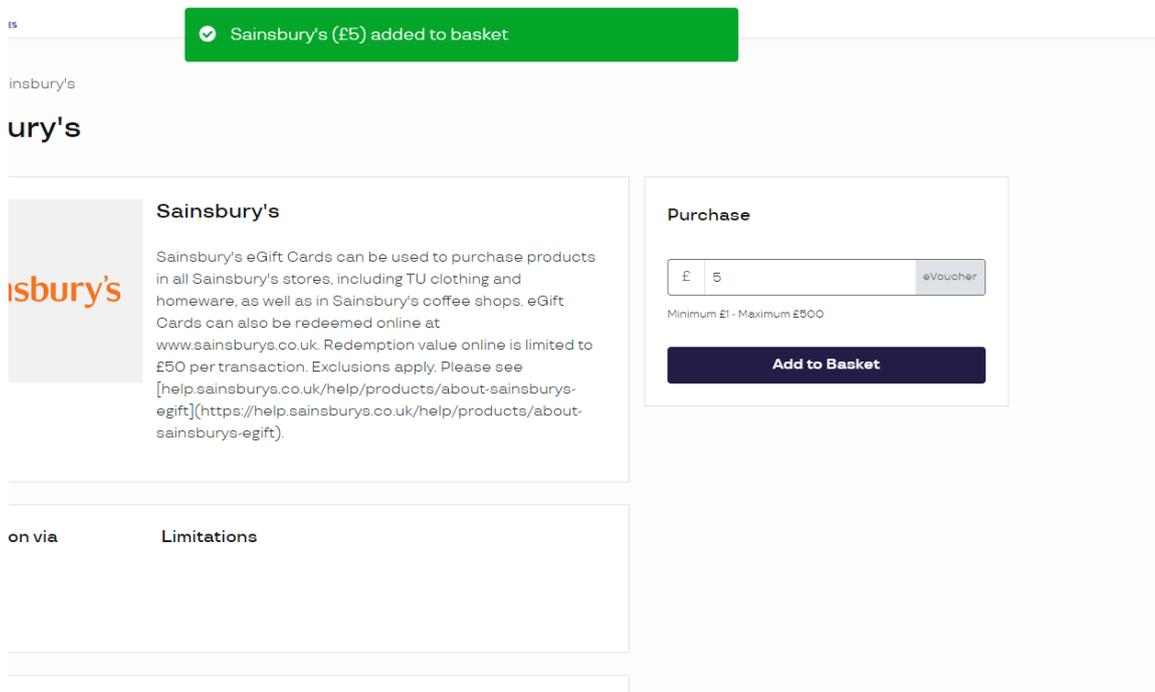
When you are ready to complete your order, click the basket icon in the bottom right-hand corner, a box will then appear, asking you to select either 'continue shopping' or 'checkout', select 'checkout'.
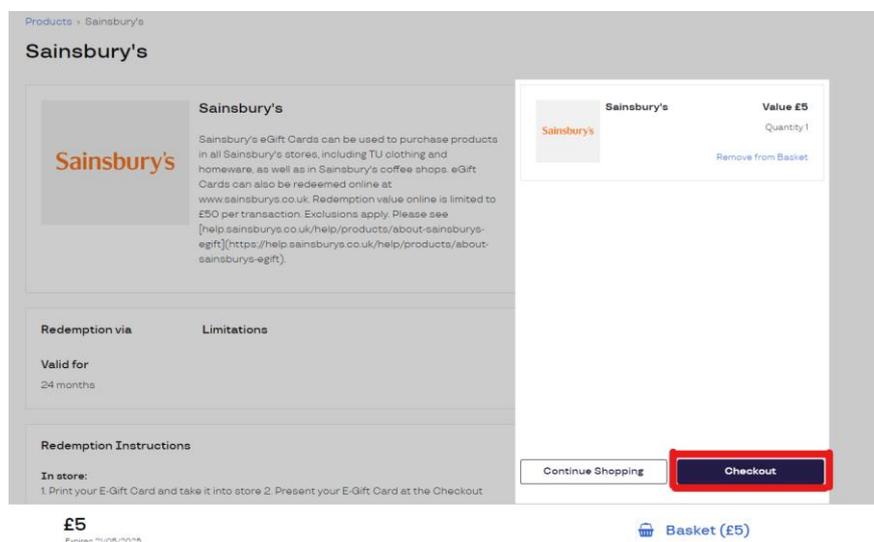
You'll then see a confirmation of your order on the left-hand side of the screen.

If you were sent your voucher link from Pluxee directly, your name and delivery details will be shown on the right.

If the organisation giving you the voucher has sent you the link, you will be required to enter your name and select your preferred delivery method so we can send you the retailer voucher.

Please read and tick the terms and conditions box; this will allow the 'Redeem' button to be clickable then simply click 'Redeem' to complete the order.

You should now see the below screen, click 'View eVoucher' to access the retailer voucher:

- You will now see your chosen retailer eVoucher on screen
- You can print the voucher if needed or use the digital copy sent to you in store

Please note: We'll also send a digital copy of this to you by email or SMS (which you selected on the previous step).

Once your retailer voucher, you'll see several resources at the bottom of the screen, as shown in the screenshot below:

- Instructions on how to redeem.

- Frequently asked questions.

- Support and troubleshooting.

- Useful links.

- Terms and Conditions.

How to use

Redemption In-Store

eGift Cards can be redeemed from a smart phone device or printed and taken in to store. Product exclusions apply. After each use In-Store any remaining balance on the eGift Card will be printed on a receipt. It is the recipient's responsibility to retain the receipt as evidence of their outstanding balance. There is no limit to the number of eGift Cards that can be used per transaction, but eGift Cards cannot exceed a total of £250 per transaction. If items are returned to store in accordance with our refund policy any refund due will be credited to your eGift Card.

Online Redemption at www.sainsburys.co.uk

eGift Cards can be redeemed at Sainsbury's Online Groceries only. The maximum value that may be redeemed by a customer in one online grocery transaction is £50. Product exclusions apply. The use of our online grocery delivery service requires registration. eGift Card holders must register at Sainsburys.co.uk and accept the terms and conditions and privacy policy. Minimum online order value of £25 applies. Online delivery fees apply. An eGift Card cannot be used to pay for delivery charges. Dependent on card balance, you may use the eGift Card to deduct a maximum £50 from your shopping total. Any remaining balance must be paid for using the payment card linked to your online groceries account. To use the eGift Card online at Sainsburys.co.uk it must be converted to an online coupon.

- To convert, enter your unique eGift Card number, starting 63417535, and PIN at checkout.
- If a valid card number and PIN has been used, you will be asked to manually enter how much you wish to convert.
- If you convert only part of your eGift Card balance you will be asked to provide your valid card number and PIN on any future conversions.
- Once converted, your outstanding balance will be held online and can be found in your coupon wallet at checkout.
- Your online coupon held in your coupon wallet will expire 24 months after first conversion.
- We will not provide an expiry reminder.

If goods are out of stock on your booked grocery delivery date Sainsbury's will offer a substitute unless you tell us not to. If, as a result of substitutes, the value of your order drops below the value of your converted eGift Card applied to that transaction then the converted eGift Card payment will be used for the full value of your basket (excluding delivery charge). The balance will be credited to your Sainsbury's online grocery coupon wallet as a new coupon to be used against an online grocery shop at Sainsbury's within 24 months of conversion. If items are returned to store in accordance with our refund policy, any refund due will be credited to your Sainsbury's online grocery coupon wallet. Our Customer Services Team are also on hand to help, please call us on 0800 63 62 62.

Frequently asked questions

Online   Instore

Can the e-gift be redeemed in all countries?   ✓ Yes