



Recipient FAQs

- 1. How do I use my Select Essentials code to select a gift card or eGift?**
 - a. Visit www.select-essentials.co.uk.
 - b. Type in your unique code on the homepage and click 'Redeem'.
 - c. Make your selection from our range of gift cards and eGifts and click 'Checkout'.
 - d. Enter a valid email address, to which we will send a confirmation of your order and your chosen gift card(s) and/or eGift(s).
 - e. Review and accept the terms and conditions before placing your order.
 - f. After you have placed your order, you will receive your chosen eGift(s) within 24-48 hours. You will receive your chosen gift card(s) within 3-5 working days.
- 2. Can I spend my Select Essentials code directly in-store?**

No, your Select Essentials code must be exchanged on www.select-essentials.co.uk for one or more eGifts.
- 3. Does my Select Essentials code have an expiry date?**

Yes, it does. The expiry date will be clearly displayed within the email or print-out that you have been issued with. Once your code has expired, it cannot be used or reactivated in any way.
- 4. What do I do if my Select Essentials code isn't working?**

If your code is still valid (within its expiry date), please complete the form on www.select-essentials.co.uk/ContactUs and we will be in touch as soon as possible.



5. How do I redeem more than one Select Essentials code?

Once you have entered your first code on the homepage and clicked redeem, you will be able to add additional codes to your balance using the 'View/Add Codes' button on the Shopping page.

6. Do I have to spend the full value of my Select Essentials code?

Yes, you will need to swap it all at the same time.

7. What can I exchange my Select Essentials code for?

Please enter your code to view the full list of options available to you.

8. Can I exchange my Select Essentials code for more than one retailer gift card or eGift??

Yes, you can split the value of your code across multiple different products (max. 10 products in any order).

9. Can I spend my gift card or eGift on the retailer's website?

This depends on the retailer – before you place your order, please check out each retailer's T&C's. These can be found in the gift card/eGift description.

10. How long will my gift cards and/or eGifts take to arrive?

Your eGift(s) will be sent to you via email within 24 hours (normally 90 minutes) and your gift card(s) will come in the post within 3-5 working days. Subject to availability.

11. What do I do if I haven't yet received my gift card/eGift?

Firstly, please check your spam/junk folders for eGifts. Otherwise, if your gift cards or eGifts have not arrived within the time frames detailed above,, please get in touch with us by submitting a contact form at www.select-essentials.co.uk/ContactUs.

12. I entered incorrect delivery details during checkout – what do I do?

Unfortunately we are unable to refund or replace missing gift cards if the delivery address provided is incorrect.

If the email address provided was incorrect, please get in touch with us by submitting a contact form at www.select-essentials.co.uk/ContactUs.

If your eGift has not already been redeemed by a third party, it can be resent to a new email address.



13. What do I do if my gift card or eGift is incorrect or not working?

We're sorry if this has happened - please get in touch with us by submitting a contact form at www.select-essentials.co.uk/ContactUs including your order number.

14. I have lost my gift card/eGift – what do I do?

eGifts can be resent if you have lost or accidentally deleted them (providing they are still valid), but we cannot replace eGifts that have been redeemed by a third party if an incorrect email address was provided during checkout.

Gift cards should be treated as cash – we cannot replace any that are lost, stolen or damaged once you've received them.

15. Can I return my gift card/eGift or swap it for cash?

We're unable to exchange gift cards or eGifts, either for an alternative or cash.

16. How long do I have to spend my gift cards and/or eGifts?

Validity periods may vary by retailer – before you place your order, please check out each retailer's T&C's. These can be found in the gift card/eGift description.

17. How do I contact you?

Please get in touch with us by submitting a contact form at www.select-essentials.co.uk/ContactUs.

18. How can I buy Select Essentials codes for my company?

Please call us (Blackhawk Network) on 0207 419 8191 or submit a contact form at www.blackhawknetwork.com/uk-en/lets-chat.