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**FAQs & Email Replies**

* **Please note the Tesco & Sainsbury’s vouchers can arrive sooner than for Asda & Morrison’s, please see bottom of document**
* Please see the following e-mails addresses from where you will receive the vouchers:
* Preference code (with link to SVM portal) goes from:  [no-reply@svmglobal.com](mailto:no-reply@svmglobal.com)
* Redemption emails (vouchers) goes from:  [your.egift@digitalgateway.online](mailto:your.egift@digitalgateway.online)

**Can the family/organisation select more than one retailer with their Voucher amount?**

Yes; multiple eCodes can be selected, up to the total value awarded. Once all eCodes have been selected the family/school can check out and will be asked to confirm delivery details. Please ensure you add eCodes to your basket totalling the ***full award value* as you will only be able to checkout once**. An order confirmation will then be sent to the family/school, followed by a link to the store eCode within the timescales specified.

**Can the voucher be sent to someone other than the family/school?**

Yes; the link to redeem the voucher will be sent to the email address entered on the order. Whoever receives the link to redeem the voucher can then select the supermarket of choice on the Award eCode website and either a) send the voucher to the same email address b) send the voucher to another email address.

**Once the family has selected their voucher and checked out, can the voucher be changed?**

No; once the order has been transmitted, it is only possible to cancel an SVM order if the family/school has not checked out on the Award eCode site.

**Do the vouchers need to be printed?**

All vouchers can either be printed or shown on a mobile device

**What denominations are the vouchers available in?**

* Tesco - open-value
* Sainsbury’s - open-value
* Asda values available are £5, £10, £25, £50 (you can double, triple etc. these amounts)
* Morrison’s values are available as £10, £25 and £50 (you can double, triple etc. these amounts

**We haven’t received the link to redeem the voucher, what should we do?**

Please check your junk mail, the email will come from [no-reply@svmglobal.com](mailto:no-reply@svmglobal.com) .

**The beneficiary hasn’t received their voucher, what should I do?**

Please check the **delivery timescales** for the retailer (up to 3 days) and ask the family to check their Junk mail, the email will come from [your.egift@digitalgateway.online](mailto:your.egift@digitalgateway.online). If the voucher has not arrived within the specified timescales **please contact** [**feedback@hertshelp.net**](mailto:feedback@hertshelp.net)

**Are there exclusions with the vouchers?**

The following exclusions are all subject to change. For the most up to date information, please refer to the Retailer’s Terms and Conditions at the point of voucher redemption.

* Tesco – No exclusions
* Asda – Cannot be used on Kiosk items (e.g., lottery) or fuel
* Sainsbury’s – Cannot be used on Kiosk items (e.g., lottery) or fuel
* Morrison’s – Cannot be used on Kiosk items (e.g., lottery) or fuel

**Can the vouchers be used online or just in store?**

All vouchers must be used in store; vouchers cannot be used online (apart from Asda).

**What are the delivery timescales for vouchers?**

Tesco – voucher will be received within 24 hours, Tesco Digital Gift Cards can be redeemed at over 3,000 UK stores and can either be **printed or shown on a mobile device**



Sainsbury’s – voucher will be received by email within 24 hours, and can either be **printed or shown on a mobile device** and can be used in over 1400 store



Asda – voucher will be received by email within 3 working days, the voucher can either be **printed or shown on a mobile device** and can be used in over 360 stores, as well as **online.**

**PLEASE NOTE THAT ASDA MAY BE LONGER DUE TO STOCK ISSUES**



Morrisons – voucher will be received by email within 3 working days (although usually quicker), Morrison’s vouchers can be redeemed at 498 stores across the UK and can either be **printed or shown on a mobile device**

**PLEASE NOTE THAT MORRISONS MAY BE LONGER DUE TO STOCK ISSUES**