



Terms & conditions for users

Compliments Select is a product of Edenred (UK Group) Limited.

Redemption

1. Compliments Select is provided to you, the "User", by your employer/ business partner.
2. Your employer/business partner has chosen Edenred (UK Group) Limited to provide and administer your Compliments Select Code ("Code").
3. Your Code value may be redeemed by you, online, in exchange for Gift Vouchers (paper format), Gift Cards, e-Vouchers and (by arrangement) Charity Donations (together "Rewards").
4. You can redeem your Code online, on the Compliments Select website ("Website") and enter the Code provided to you by Edenred (UK Group) Limited.
5. In using your Code you are deemed by your employer/ business partner to have accepted these Terms & Conditions for Users (the "Conditions").
6. You can redeem the value of your Code only in respect of the goods and services offered by Edenred (UK Group) Limited and as communicated to you on the Website.
7. You can redeem the value of your Code in full, but not in part - selecting one or more Rewards up to the value of your Code. If you have more than one Code, you can choose to combine the value of multiple Codes and redeem that combined value in full.
8. You cannot access the Website unless you enter the Code provided to you by Edenred (UK Group) Limited on behalf of your employer/ business partner.
9. For queries concerning your Code please email complimentsselect-UK@edenred.com or send via the post addressed to:

Compliments Select, Edenred UK
Honeycomb North
Honeycomb
Chester Business Park
Chester
CH4 9QJ

10. Edenred (UK Group) Limited and your employer/business partner have agreed the Rewards which you may select when redeeming your Code and have taken reasonable steps to ensure that the third-party suppliers of those Rewards are secure and reputable suppliers. The selection of suppliers or Rewards may be modified from time to time at the sole discretion of Edenred (UK Group) Limited. In case this modification takes place after you have chosen a Reward but before dispatch, Edenred (UK Group) Limited will contact you to discuss and reinstate the Code or provide a replacement Reward.
11. In the event that you are dissatisfied with the quality of supply, or the quality of the Reward(s) you have selected when redeeming your Code(s), please direct your query to Edenred (UK Group) Limited in the first instance via email to complimentsselect-UK@edenred.com. We will respond during the working week of Monday to Friday (9am to 5pm) excluding bank holidays.
12. You must redeem your Code in full before the expiry date shown on your Code welcome message, which will be provided to you by email.
13. Should you have any questions regarding your order or its not arrived within 28 days from the date you've placed your order, please contact Edenred Customer Services on complimentsselect-UK@edenred.com
14. Once your order has been placed it cannot be cancelled