

Select FAQs

Your Select eCode



Where do I find my eCode to enter?

Your Select eCode will be sent via email from noreply@select.edenred.co.uk, and will be 16 or 19 digits.

Can I browse the site before I enter my eCode?

No, you need a valid eCode in order to browse the available retailers.

Does my eCode have an expiry date?

Yes, the expiry date can be found on the eCode email.

Can I redeem more than one eCode?

Yes, you can redeem up to ten eCodes in one session, as long as the combined value of your eCodes does not exceed £100.

Can I part-redeem a eCode?

No, an eCode must be redeemed in full, but you may split the amount between more than one retailer.

What happens if I lose my eCode?

eCodes issued via email can be re-sent if they have not been redeemed or have not expired. Please contact the Customer Care team on helpdesk-uk-vbr@edenred.com for assistance.

Redeeming your eCode



Why can't I order eGifts below certain values and in any denomination?

All retailers have different minimum values and denominations so the system helps you choose the correct values.

How can I log out to redeem my eCode later?

You can end your session and redeem your eCode at a later date by clicking on the three dots in the top right hand corner of the webpage, and choosing 'Start Over'.

Ordering & Delivery



How long will it take for me to receive my rewards?

eGift cards will be delivered within 24 hours to the email address entered at the checkout stage.

If charity donations are available with your eCode, it will be transferred to the company that issued your reward who will make a donation to the selected charity.

Please note that you may receive multiple eGift emails to fulfil your order.

Can I change my order after I check out?

No, once your order has been processed it cannot be amended or cancelled.

What happens if my order does not arrive?

Should you have any questions regarding your order or your eGift has not arrived within 24 hours, please contact the Customer Care team on [**helpdesk-uk-vbr@edenred.com**](mailto:helpdesk-uk-vbr@edenred.com)

If I lose my reward, can I order another one?

eGifts can be resent to your email address. Please contact the Customer Care team on helpdesk-uk-vbr@edenred.com for assistance.

I ordered a specific retailer's eGift card but I received a different eGift. Why is that?

Some merchants are part of a retailer group. In this case you may receive an eGift that shows a different brand than you expected. However, the eGift will still be accepted at the retailer you chose at checkout.

Other questions

Who can I contact if I have a specific query not mentioned above?

For further assistance please contact the person who is running your scheme for assistance.



If you are experiencing difficulties redeeming your eCode, please ensure your browser is the latest version.

You can also try clearing the cached memory and your browsing history. If you cannot do this, please try using an alternative device.