


## Information for Families

The email you received with this information contains a link to a website where you can choose between four supermarkets and redeem your vouchers – the vouchers are called ‘eCodes’. Please note the support provided is for food supplies only in the supermarkets listed – you are not able to access the other stores on the Award e-code notification.

1. In the email you can follow the link to select your voucher:



Award eCode

Hi ~NAME~,

You've received an eCode worth: £~VALUE~

Follow the link below to redeem your eCode. You will receive an email from [no-reply@svmglobal.com](mailto:reply@svmglobal.com) containing your chosen eCode within the following timescales:

**Same Day Delivery:**

- Tesco
- Sainsbury's
- Primark
- Arcadia
- New Look

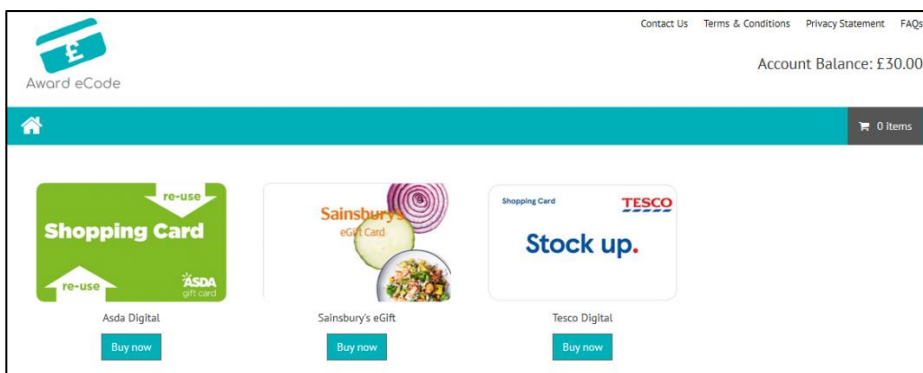
**Delayed Delivery:**

- Within 2 working days: **Peacocks, Morrisons**
- Within 3 working days: **Asda**
- Within 5 working days: **Sports Direct**

Please click [~LINK~](#) to select your voucher eCode.

Please remember to check your junk or spam folder as your eCode may be filtered out of your inbox. Please read the Terms and Conditions of your preferred brand before you order as we are not able to exchange vouchers after they have been issued.

By following the link, you will be taken to the Award eCode site where you can select your voucher. You will be able to choose from **Asda, Morrisons, Sainsbury's or Tesco only**. Asda vouchers can be used for online shopping but the others must be used in-store. All vouchers can either be printed or shown in store on a mobile device.

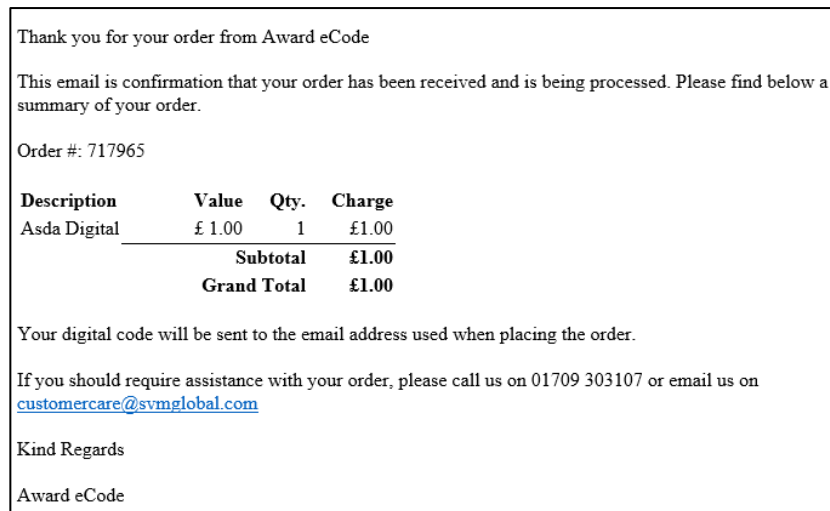


The screenshot shows the Award eCode website interface. At the top, there is a navigation bar with links for Contact Us, Terms & Conditions, Privacy Statement, and FAQs. The account balance is displayed as £30.00. Below the navigation bar, there are three main sections for selecting a voucher:

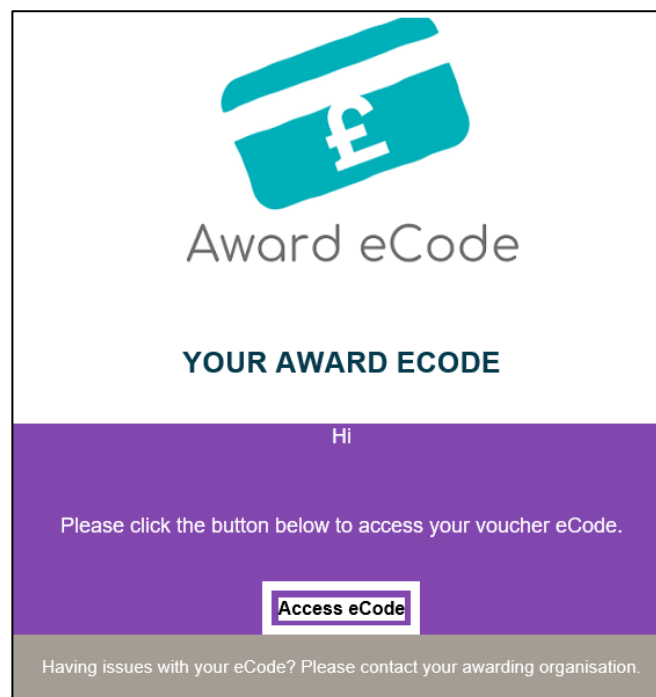
- Asda Digital:** A green card with the text "Shopping Card" and "ASDA gift card". It has a "Buy now" button.
- Sainsbury's eGift Card:** A card with the Sainsbury's logo and a bowl of food. It has a "Buy now" button.
- Tesco Digital:** A white card with the text "Shopping Card" and "TESCO Stock up.". It has a "Buy now" button.

Please be aware that each retailer operates their own terms and conditions for the vouchers they offer. These will be shown before the voucher is added to the basket.

2. The value awarded can be split across one or more supermarket, but **you must choose enough vouchers to use the full amount all at once. Once you have checked out, you will not be able to change your choice. Any value not redeemed will be lost and cannot be recovered.**
3. At this point you will be asked to enter an email address. Whichever email address you enter will receive the vouchers.
4. An email will be sent from [no-reply@svmglobal.com](mailto:no-reply@svmglobal.com) confirming the order:



5. The next email from [your.egift@digitalgateway.online](mailto:your.egift@digitalgateway.online) will contain a link to access your vouchers.



This email contains a link to the eVoucher on the retailer's site, which can be used in accordance with the Terms and Conditions of that retailer.