



Huggg Vouchers

Guidance for Parents and Carers



Hello, and welcome to Huggg.

We're delighted your local authority has chosen our platform to provide you with supermarket vouchers.

Please take the time to read through this document thoroughly ahead of your next shop. It will contain all the information and help you will need in order to use your supermarket vouchers successfully.

All the best.

Paul and Team Huggg



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Section 1 -- How to use your voucher(s)

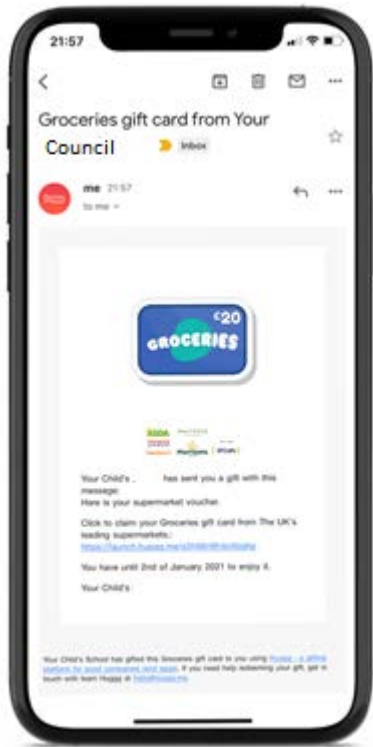
Section 2 -- Participating supermarkets information

Section 3 -- FAQs and where to find help

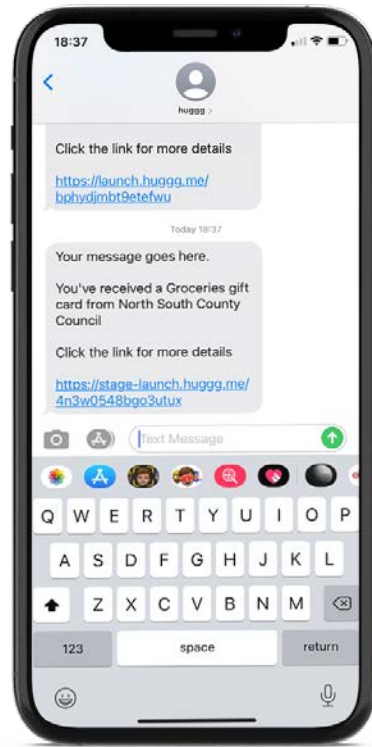


Step 1

Before you shop, **you will need to activate your supermarket voucher**. To get started, click the link in the communication you have received from your local authority. It'll look something like this:



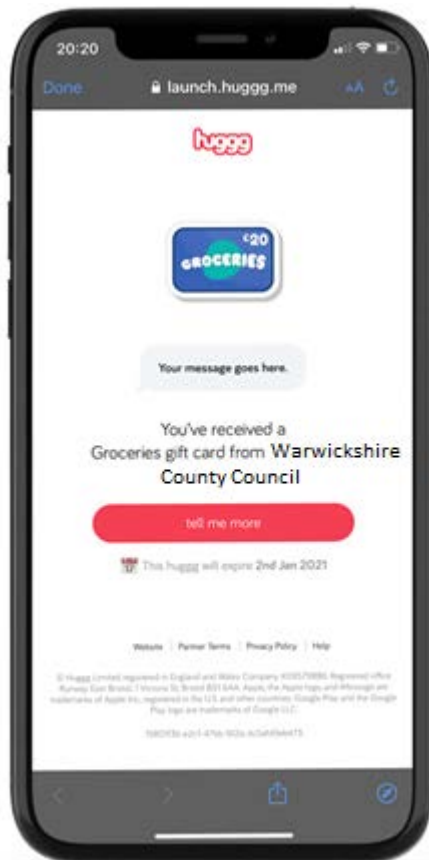
When sent via email



When sent via SMS

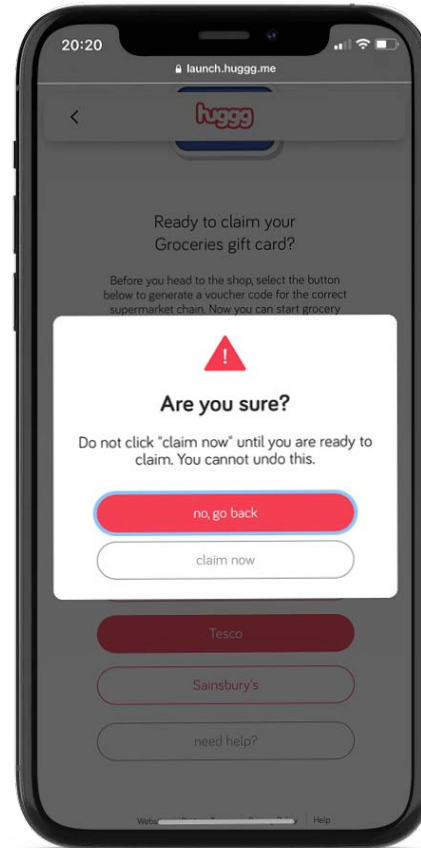
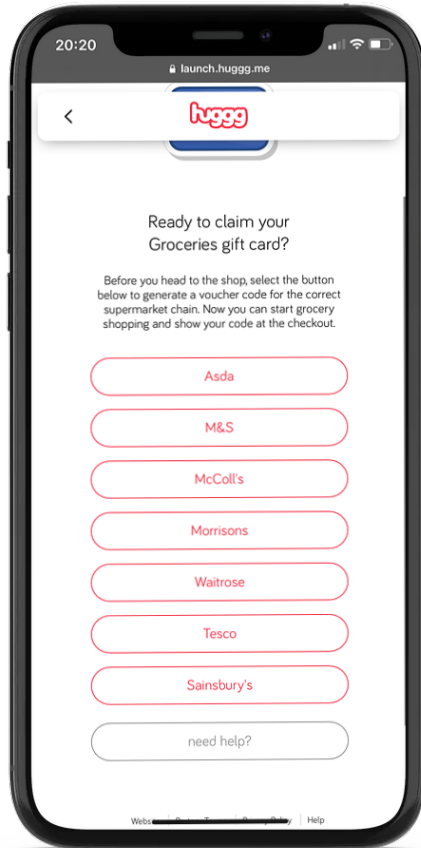
Step 2

When you land here, click **'Tell me more'** followed by **'I'm ready to claim'**.



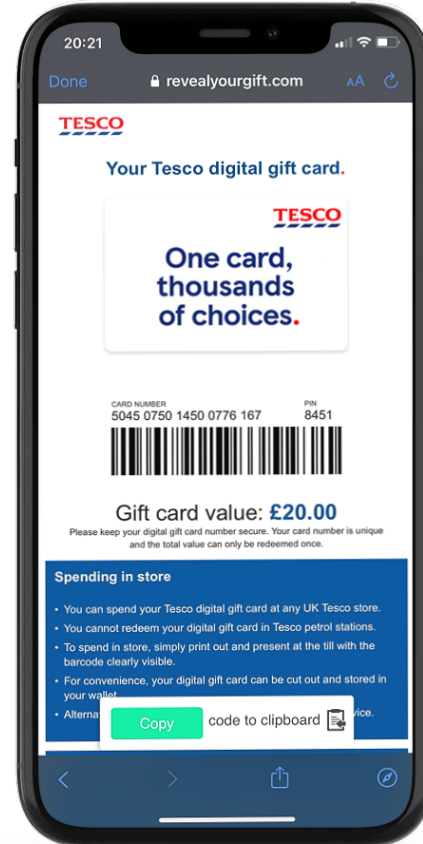
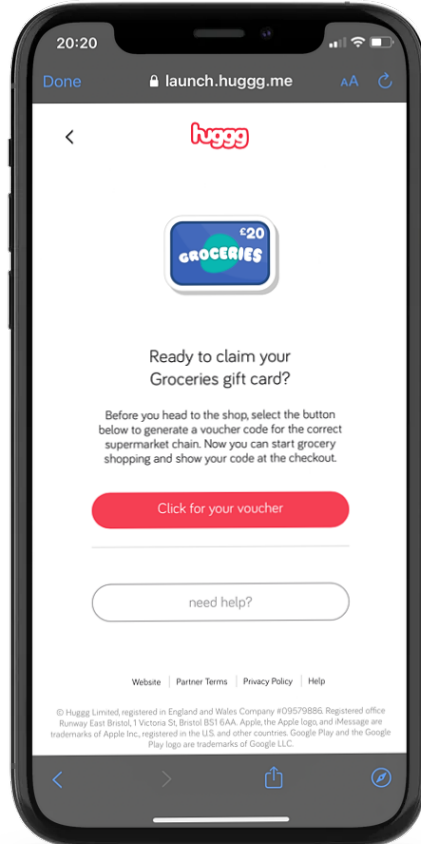
Step 3

You now need to select **which supermarket** you'd like to shop at. **This step cannot be undone**, so please make doubly sure you're happy with your selection before hitting **'Claim now'**!



Step 4

Hit **'Click for your voucher'** to reveal the voucher for your chosen supermarket. This final screen (with branding for the supermarket you have chosen) is the screen you will need to pay for your shopping.



No smartphone? No problem.



Ask one of the helpful team in the Local Welfare Scheme on 0800 4081448 if they're able to print the voucher(s) for you.




Once you have turned your Huggg link into a supermarket voucher by making a selection, our services have been completed and you should speak to the supermarket in question if you have any issues or queries.

This section provides helpful information on each supermarket, including which vouchers you can use to shop online, how long you have to claim them, how to get an up to date balance, their terms of use and where to find help if you need it.



Supermarket	Exclusions	Shop Online	Terms and Conditions	Checking balance	Valid for	Getting help
	Aldi or third party gift cards; lottery tickets; scratch cards (or related material); alcohol.	No	Aldi Terms	By scanning or by entering the code at the checkout in store.	5 years from issuance.	Vouchers@aldi.co.uk
	Third party concessions; gift cards; tobacco; stamps; petrol; lottery tickets.	Yes, at the following sites: Groceries asda.com George.com	Asda Terms	Yes, by going here .	2 years from issuance	0800 519 33 33 or Online

Supermarket	Exclusions	Shop Online	Gift Card Terms	Check balance	Valid for	Getting help
Iceland	None	No	Iceland Terms	Yes, by going here .	Will be printed on your voucher.	Call 0344 375 0739 OR https://www.love2shop.co.uk/customer-support
	Gift cards Lottery tickets	No	Morrisons Terms	Yes, by calling 0344 381 9461	12 months from issuance	0344 3815042 Or morrisonsgiftcardservice@bhnetwork.com

Supermarket	Exclusions	Shop Online	Gift Card Terms	Check balance	Valid for	Getting help
Sainsbury's	<p>Branded Gift Cards; All lottery related products; PayPoint products and services; Stage 1 Infant Formula milk; Tobacco and related products; Postage stamps; All in store concessions; Petrol and Diesel; Mobile phone top ups; Online delivery charges; Travel Money.</p>	<p>Yes via www.sainsburys.co.uk but you can only redeem up to £50 of gift card on a single transaction.</p>	<p>Sainsbury's Terms</p>	<p>If your physical Gift Card has a QR code on the back of the card., you can scan this QR code with a smartphone device and follow the link provided to confirm your current card balance and expiry date of your card.</p> <p>You can check the balance of a Gift Card or eGift Card via our automated phone line on 0800 636262 you will need the 19-digit card number and PIN for this process.</p> <p>You can also ask a store colleague at the till to complete a balance check. Note, we will also provide you with a receipt after each transaction to confirm the balance.</p>	<p>2 years from issuance</p>	<p>Contact customer services on 0800 63 62 6</p>

Supermarket	Exclusions	Shop Online	Gift Card Terms	Check balance	Valid for	Getting help
	Gift cards	No	Tesco Terms	Yes, either at any Tesco store or by calling 03450 757 757	5 years from issuance	Contact Tesco Customer Services on 0800 50 55 55
	Tobacco and tobacco products; Postage stamps; Scratch cards; Lottery tickets; Infant milk formula 0-6 months; Prescription products; Mobile top up; Gift cards; Pay cards; Car park charges.	Yes via waitrose.co.uk .	Waitrose Terms	Yes, by going here .	2 years from issuance	03456 049 049

Frequently asked questions

What happens if I don't have a smartphone or internet access?

In those circumstances, please contact the Warwickshire's Local Welfare Scheme on 0800 408 1448 or 01926 359182 and let them know and they will be able to help.

What happens if I have a smartphone, but no data when I am out and about?

In those circumstances, all you need to do is to grab the voucher when you are on wifi and then head out with it already on screen. To be extra certain, take a screen grab of the voucher's contents. It should still scan just fine.

Can they be spent online?

Yes, but not at every brand. Asda, Sainsbury's and Waitrose enable redemption online. Note, this does not include Ocado. Please check terms carefully.

I didn't receive my voucher. What should I do?

You will need to contact Warwickshire's Local Welfare Scheme on 0800 408 1448 or 01926 359182 to enquire about any missing vouchers.



Frequently asked questions

Where can they be spent?

Most Aldi, Asda, Morrisons, Sainsbury's, Tesco, Iceland and Waitrose locations are included, but there are some restrictions. Mainly petrol stations but please see specific terms for a specific answer for each supermarket chain.

Where can I find full T&Cs?

Full Terms for each supermarket can be found in 'Partner Terms' on your voucher screen.

I can't see a barcode to scan.

First, make sure you have chosen a supermarket and created the voucher. If you can see a supermarket voucher but are still unable to see a barcode, check that your phone isn't set to dark mode - some barcodes won't show up! If you are in light mode and are still unable to see a barcode to scan, get in touch via our [website](#) and be ready to send your voucher link to us.

I am clicking on a supermarket but it's not working.

It's likely their gift card inventory has run out. This happens from time to time when the free school meals vouchers are in high demand nationally. It is normally temporary but can last from minutes to a couple of days depending on the brand. Please try again later or choose a different supermarket instead, if possible.



Frequently asked questions

I didn't get my voucher in time and now it has expired.

The voucher link that you receive via text or email is valid for a period of 20 days, and cannot be redeemed after the expiry date, so please ensure that you activate your voucher within this time. Huggg cannot redistribute vouchers on behalf of councils

I cannot find the email/text sent to me.

Please check your spam box first. If you still can't find it, please ask Warwickshire's Local Welfare Scheme on 0800 408 1448 or 01926 359182 to resend the email or voucher link.

When does the voucher expire?

It will vary from supermarket to supermarket but you will have at least a year to use it. Check on the voucher for a specific answer to your question.

I'm in the shop and it's not working.

Don't panic. This is incredibly rare. First, ask the cashier to scan the voucher, then ask them to input the code. If neither of these options work, it could be that you are in a store that does not accept it. Please check the terms before you shop.



Frequently asked questions

What do you use my email/phone number data for?

We only use it to send you the voucher link communication and to allow the sender to re-access any link sent to you. We will never share it, sell it or use it for any other purpose.

I chose the wrong supermarket, can I change?

No, there is a warning screen before a selection is made to avoid a mis-selection and once the gift card is selected, a payment has been made to the supermarket in question and unfortunately can't be reversed.

I applied for eligibility/access to the scheme and haven't heard back.

Please contact Warwickshire's Local Welfare Scheme on 0800 408 1448 or 01926 359182. Huggg are only a technology provider and aren't involved at all in matters of eligibility for the service.



Where to get help

If your question is related to **the link received by your council and was not answered in this document**, please head to our [website](#) and get in touch with us.

If your question is related to **your branded supermarket voucher**, please use the contact details provided on the voucher itself or in section 2 of this guide.