



Food and Welfare Vouchers

Guidance for Recipients



Hello, and welcome to Huggg

If you're reading this then you have likely received a voucher and want to know how to use it. Well you're in the right place. To keep things simple, all the different organisations that send out the vouchers – schools, local authorities and other institutions – will be referred to as the Sender throughout this document.

We're glad to have you onboard and want to make the experience of using your voucher as straightforward as possible. Huggg's role in the process is to ensure that the link you receive produces a valid voucher with a correct balance so you can shop.

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 vouchers successfully.

All the best.

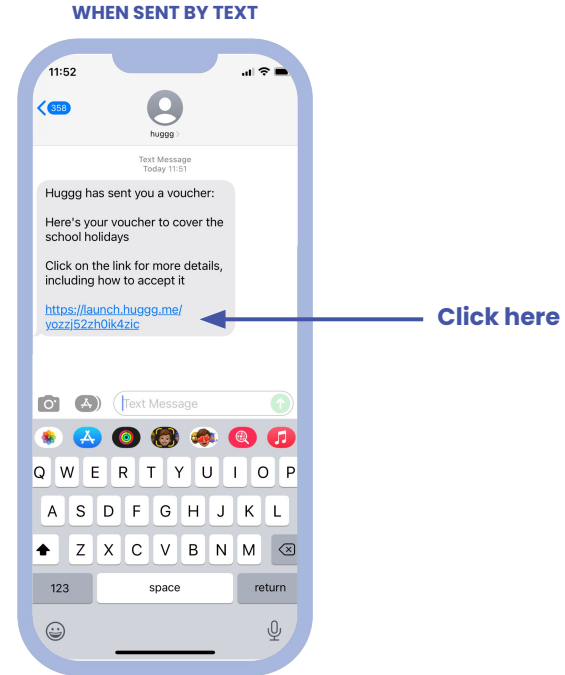
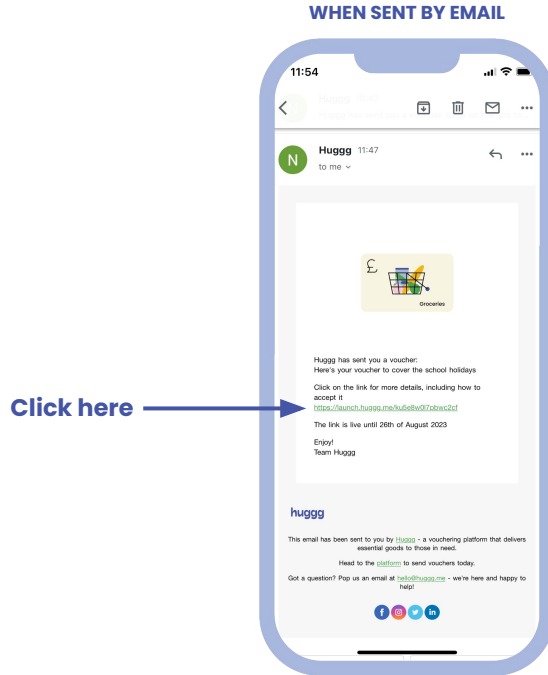
Team Huggg



How to use your voucher

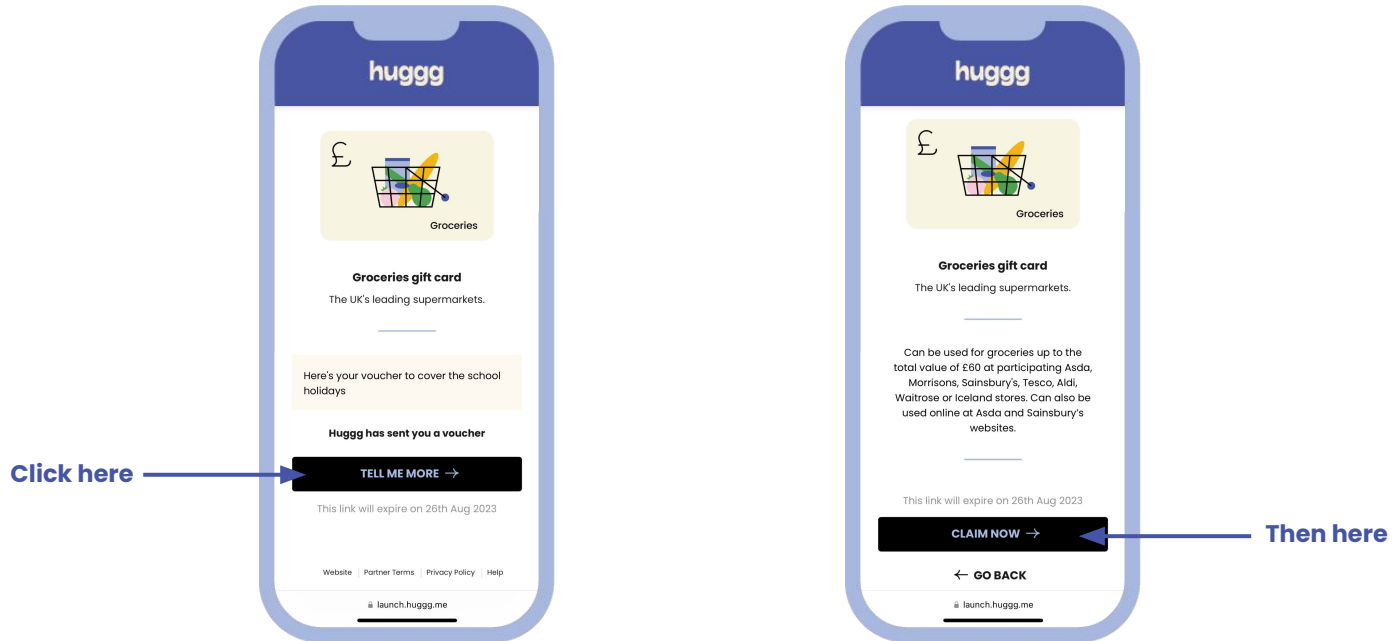
Step 1

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



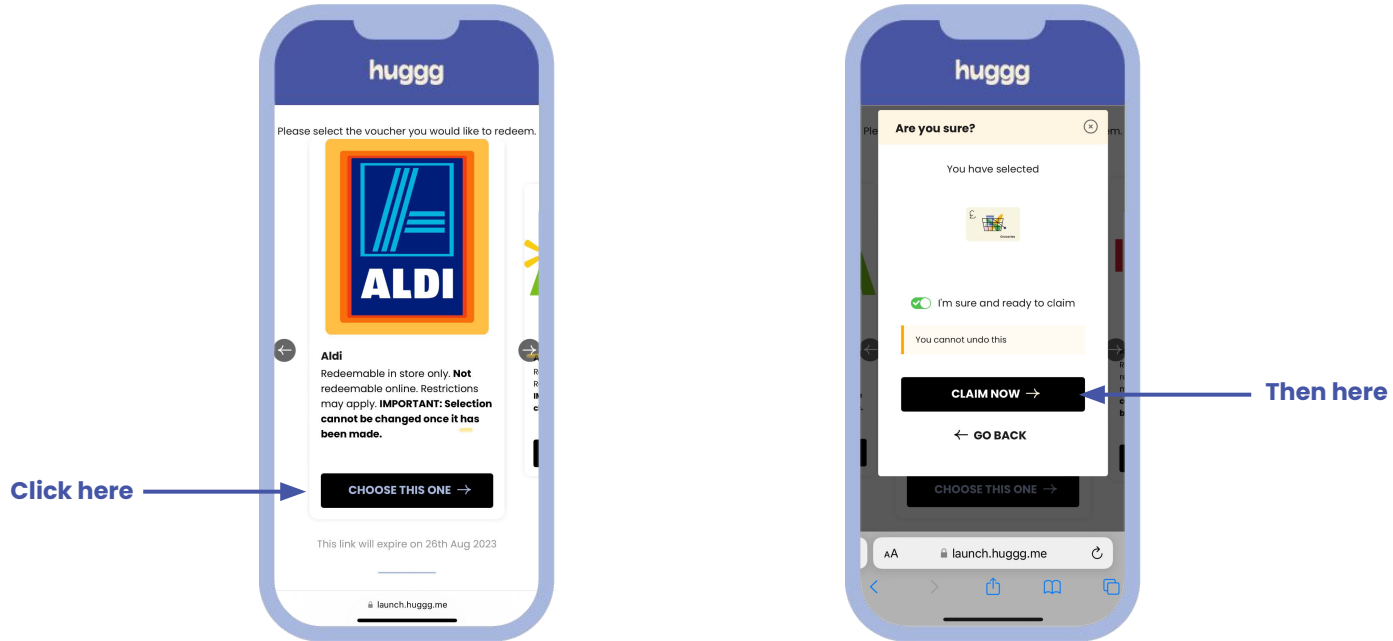
Step 2

When you land here, click '**Tell me more**' followed by '**Claim now**'.



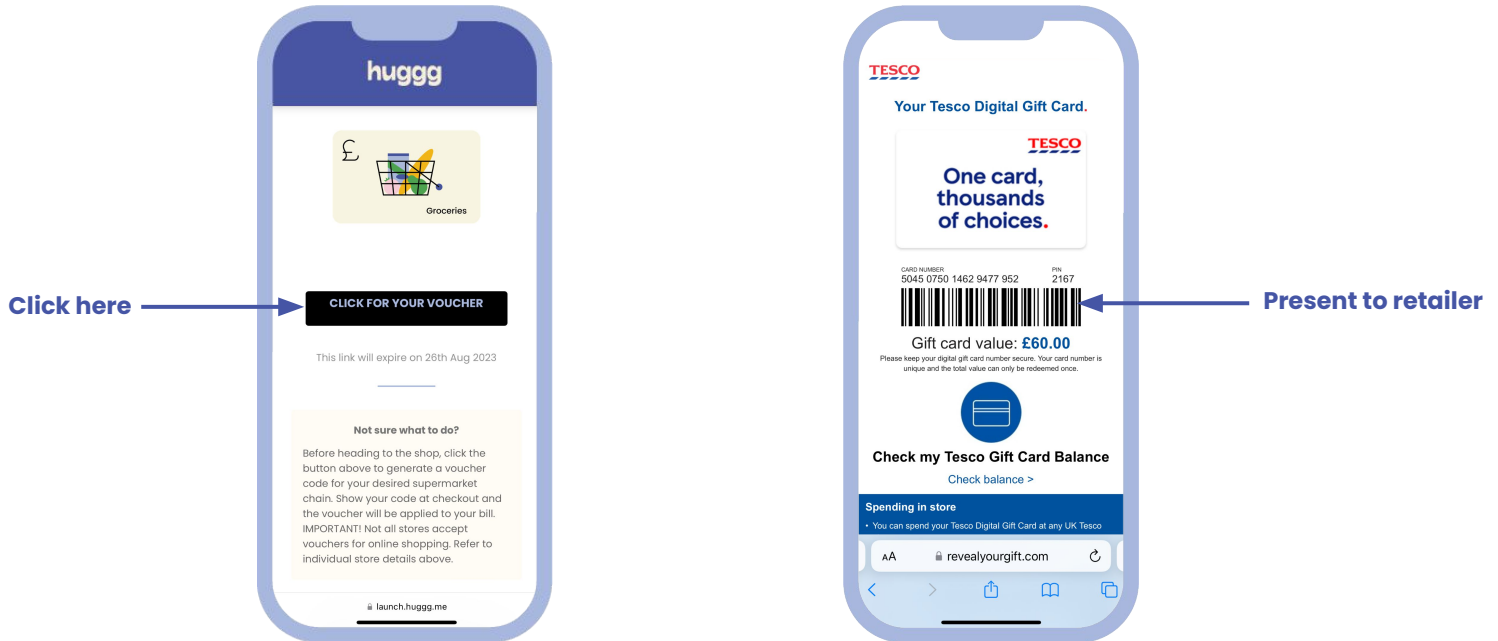
Step 3

You now need to select at which retailer you'd like to shop. **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 retailer. This final screen (with branding for the retailer you have chosen) is the screen you will need to pay for your shopping.



FAQs and where to find help

FAQs

We have an extensive (and searchable!) help centre that will answer all commonly asked queries. You can find it [here](#).

Where to get help

If after checking the help centre you still need assistance and your question is related to the link you received, please email us at support@huggg.me

If your question is related to your shopping voucher once generated, please use the contact details provided [here](#).

Important

Once you have made your retailer selection and turned your link into a shopping voucher, Huggg's role in the voucher process has been completed.

Should you encounter any issues from this point on – including issues at the till or with online ordering – you will need to please contact the retailer's customer service team.

Contact details can be found [here](#).

Thank you.

