

The High Street Gift Voucher/Love2shop Voucher

IMPORTANT INFORMATION



NEW DESIGNS ACCEPTED IN STORES NOW!

The vouchers shown above include new security features similar to the new £20 note.

The 'old style' High Street and Love2shop Gift vouchers are **no longer accepted by retailers as they are being recalled.**

If you still have any of our 'old style' vouchers (**that do not look like the ones shown above**), in any denomination please **return these to us immediately for replacement.**

To exchange 'old style' vouchers simply follow the guidelines detailed below.

STEP BY STEP GUIDE FOR THE EXCHANGE OF 'OLD STYLE' VOUCHERS

1. Note down, for your records, the serial numbers of the 'old style' vouchers you are returning.
2. Post the vouchers, via 1st class post, along with a letter detailing your name, address, postcode and daytime telephone number, and the value of vouchers you are sending back for exchange, to:
Rachael Richards, highstreetvouchers.com, Valley Road, Birkenhead. CH41 7ED.
3. If you are returning vouchers to the value of £100 or more, for added security and peace of mind we strongly recommend that you return them by Royal Mail Special Delivery, which will enable you to track delivery via the Royal Mail track and trace service.
4. Upon receipt of your returned vouchers, we will issue you with replacement vouchers to the value of those you have returned, plus an extra £4 in vouchers towards the cost of Special Delivery, if this has been used for returns of £100 or more.
5. The vouchers you will receive as a replacement will be our new design vouchers with added security, which are now being accepted by all retailers.

Please allow up to 10 working days for your exchange to be processed.