

# HelloFresh Terms and Conditions

1. The Euronics HelloFresh Promotion is the offer by the Promoter of up to £75.99 in HelloFresh vouchers when purchasing selected agency products during the promotional period. Qualifying consumers will be gifted an initial £30.99 voucher from Euronics, with the option of receiving an additional £15 off the next 3 boxes if the consumer continues the HelloFresh service (giving a total of £75.99 of vouchers). Claims can be raised for purchases made between 23.09.21 and 31.10.21 and for which the Promoter has received a completed and valid claim before midnight on 30.11.21. Please note that the Gift will be in the form of a HelloFresh voucher code, to be sent to the email address provided on the claim form.
2. No other offers can be claimed in conjunction with the Euronics HelloFresh Voucher promotion.
3. This is a consumer only promotion, The Gift Card Promotion only applies to purchases of the below selected Euronics agency products during the promotional period:

Model number	Initial HelloFresh Voucher discount	Additional discounts available if HelloFresh service continues
036KGM4663	£30.99	£15 off your next 3 boxes
058BPS55IE20M	£30.99	£15 off your next 3 boxes
097NSWE743UWSUKN	£30.99	£15 off your next 3 boxes
10155UP75006LF	£30.99	£15 off your next 3 boxes
10165UP75006LF	£30.99	£15 off your next 3 boxes
10175UP75006LC	£30.99	£15 off your next 3 boxes
101GSX960NSVZ	£30.99	£15 off your next 3 boxes
186QE65Q70AATXXU	£30.99	£15 off your next 3 boxes
245RB34T632EBN	£30.99	£15 off your next 3 boxes
459KD50X89JU	£30.99	£15 off your next 3 boxes
459KD65X89JU	£30.99	£15 off your next 3 boxes

4. Purchases of graded, seconds, replacements and imperfect products and all appliances purchased on a trade or contract basis (i.e. non-consumer purchases) are excluded from the Promotion.
5. The promotion is open to residents of the United Kingdom, Channel Islands, Isle of Man and Northern Ireland only, excluding employees of the Promoter.
6. The Promotion, which starts on 23.09.21 and ends on 31.10.21 only applies to purchases made on or between these dates. Claims must be received by the Promoter before midnight on 30.11.21 and the Promoter will not accept any claims received subsequently.
7. The Promotion is available via participating Euronics retailers only and only participating retailers will have the official advertising literature.
8. In order to claim the Gift, consumers must fully complete the online claim form (including full serial number and full address), which is available on [www.euronicsrewards.co.uk](http://www.euronicsrewards.co.uk). A valid email address is required to receive the gift. In the event incorrect or insufficient information has been provided and the Promoter issues a gift that is rejected or not received by you, the Promoter will not be responsible for re-issuing the gift. A copy of original purchase receipt must be sent with all claim forms. For the avoidance of doubt, copies of deposit receipts and/or order confirmations will not be accepted. Purchasers can call the helpline 0800 069 8680 for assistance between 10am and 4pm, however cannot submit a claim by telephone. (There is no charge to the telephone number when called from a landline. Calls from mobiles may be charged at the carrier's rates but this varies between operators)

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9. The Promoter reserves the right to investigate and undertake all such action, as is reasonable, to protect itself against fraudulent or invalid claims including, without limitation, to require consumers to provide further verification as to proof of purchase. In addition, the Promoter reserves the right to reject those claims which are fraudulent or invalid.
10. When the gift is issued, consumers will receive an email from [euronicsrewards@360incentives.com](mailto:euronicsrewards@360incentives.com) with the HelloFresh voucher code.
11. All claim forms and copy purchase order receipts, once received by the Promoter, will become its property and will not be returned to consumer.
12. By submitting a claim, consumers agree to be bound by these terms and conditions.
13. HelloFresh Voucher redemption process:
  - Signing up as a new customer**
    - In the plans page ([www.hellofresh.co.uk/plans](http://www.hellofresh.co.uk/plans)), scroll down to the bottom of the page to find the 'Do you have a promo code' field, and enter your discount code.
    - Select a box size by choosing the number of people you'd like to cook for and the number of meals you'd like to cook. NB. If the box is less than the value of the voucher code, your credit will roll over to the next box you receive. If it is more, the additional amount will be deducted from your credit card.
    - Enter your email address to create your HelloFresh account and enter personal details requested. If you have entered the code correctly the discount will show in the Order Summary box on the right-hand side of the page. If you forgot to enter your code at the beginning, you can still enter it at this stage of the sign-up process.
    - You will be required to enter your payment details but you will only be charged if you purchase any surcharge meals, add-ons or unique delivery slots (most are free). You will see in the order summary (once the code has been entered) the value will amend according to your credit. If you do wish to purchase any add-ons or extras, these will be charged to your card.
    - The additional £15 off the customer's next 3 boxes will automatically be applied when the customer places their order.
  - Add credit as existing Customer**
    - Log into your account at [www.hellofresh.co.uk](http://www.hellofresh.co.uk) and click on your profile icon to open "Account Settings".
    - Navigate to "Gifts and discount codes" and then redeem the code
    - The additional £15 off the customer's next 3 boxes will automatically be applied when the customer places their order.
14. In the unlikely event that a consumer is unhappy with their Euronics agency purchase and wishes to return it for a full refund, such refund is conditional upon return of the 'Gift' i.e. the unused HelloFresh voucher code.
15. Personal data collected for the purposes of the Promotion will be processed in accordance with the provisions of the Promoters privacy policy, which is available at [www.euronicsrewards.co.uk/policy](http://www.euronicsrewards.co.uk/policy). The Promoter reserves the right to withdraw, extend or amend the terms of this promotion at any time due to circumstances beyond its control.
16. Models could be subject to change due to stock availability. All models are sold as an Agent for Euronics Limited.
17. If for any reason the HelloFresh voucher is unavailable then the Promoter reserves the right to substitute another Gift of the same quality and value in its place. A maximum of 1,000 voucher codes are available to claim, after which time the promotion will be withdrawn.

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18. The Promoter's decision regarding any aspect of the promotion is final and binding.
19. All correspondence should be sent to Euronics Promotions, 2nd Floor, 20 Timothy's Bridge Road, Stratford Upon Avon, Warwickshire, CV37 9BF.
20. The Promoter/Data Controller is Euronics/CIH Limited, a company registered in England and Wales under company registration no 3029834, whose registered office is at Euro House, Joule Road, Andover, Hampshire, SP10 3GD.