

TIPS FOR SENDING A WILSTONE GIFT VOUCHER

- Please enter the recipient's email address with care to avoid typing errors.
- Use a recognisable name so that the recipient can clearly identify who has sent the Gift Voucher.

WHEN WILL MY WILSTONE GIFT VOUCHER ARRIVE?

Generally, the Gift Voucher should be emailed within 30 minutes of being ordered.

WILL I RECEIVE CONFIRMATION THE GIFT VOUCHER HAS BEEN SENT?

An e-mail confirming the Gift Voucher order and the recipient's voucher number(s) will be sent to the customer who made the order. If the Gift Voucher is undelivered after 3 attempts, an e-mail will be sent to the customer who made the order.

IS THERE A DELIVERY CHARGE?

No, there are no delivery charges on a Gift Voucher.

IF I BUY SOMETHING WORTH LESS THAN THE FACE VALUE OF THE GIFT VOUCHER CAN THE REMAINING BALANCE BE USED ON ANOTHER PURCHASE?

The voucher can only be redeemed against a single purchase and cannot be used again.

HOW LONG IS A GIFT VOUCHER VALID?

Wilstone Gift Vouchers are valid for 24 months from the date it is sent to the recipient.

WHERE CAN I USE MY GIFT VOUCHER?

Gift Vouchers are redeemable online or at the Wilstone shop.

CAN I USE MY GIFT VOUCHER AS PART PAYMENT?

Yes, you can pay the difference by adding in your additional card payment details at the checkout as usual.

WHAT HAPPENS IF MY GIFT VOUCHER IS LOST?

We cannot accept responsibility for Gift Vouchers that are lost or used without permission.