

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:
Customer Care Centre, High Street Vouchers Ltd, 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 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.