

How does this Christmas present work?

As an employee of Ahold Delhaize you will receive a Christmas card with a gift code that you can redeem. It has a value of €25. On the websites ah.nl/kerstgeschenk2020, gall.nl/kerstgeschenk2020 and etos.nl/kerstgeschenk2020 you can redeem this code for various credits.

When you have redeemed the amount, you will get a confirmation email with your chosen product.

How does it work?

1. Go to:
 - o ah.nl/kerstgeschenk2020
 - o gall.nl/kerstgeschenk2020
 - o etos.nl/kerstgeschenk2020
 - o Choose your Christmas gift
 - o Click on 'order now'.
 - o Go to your shopping cart by pressing 'to shopping cart'.
 - o Fill in the code from the Christmas card in the field 'fill in your code here' and press 'add code'. The amount of €25 will be deducted from the final amount of your order.
 - o Click on 'Order', fill out all the details and go to pay/confirm. If you have to pay any remaining amount, you can do so through iDEAL. If not, you will return to the confirmation page.
 - o Your credit or more information on your order will be sent to the specified email address within 15 minutes.

What is the amount of the Christmas gift on the gift card?

You will receive an amount of €25 to spend on the website. [Click here](#) to go to the website.

Do I have to spend the entire amount at once?

All products on the website of €25 or more are available. This means you spend the entire amount at once.

Can I use the purchased store or game credit multiple times?

You can use the purchased store or game credit in portions. When the credit is spent, you cannot use it anymore.

Can I select something that costs more than €25?

Yes, you can spend your credit on a product that costs more than €25. You have to pay the remaining amount through IDEAL.

How long is the code on the Christmas card valid?

You can redeem the code on the Christmas card until 30 June 2021.

Can I redeem the code on the Christmas card if I currently live in Belgium?

Yes, you can redeem the exact amount of €25 in Belgium, but you cannot spend more than €25 because payment through IDEAL is not supported in Belgium.

I am currently living in Belgium, which Christmas presents can I select?

Not all store credit is applicable in Belgium, because not all parties deliver there. Please carefully check the terms and conditions of the chosen product.

Until when can I redeem my store or game credit?

This differs per product and you can find this on the website with the relevant product. Often, the credit will be valid up to one year after purchase. [Click here to go to the website.](#)

What can I buy with my code?

On the website you can choose from a range of categories. And there are a number of options in every category. [Click here to go to the website.](#)

Can I use the code on the Christmas card in the store?

No, you can only redeem the code on the website. But you can buy store credit there for Albert Heijn, Etos or Gall & Gall, which you can then use in the store.

Can I use the code on the Christmas card at lekkerweglekkerthuis.ah.nl?

No, you can only redeem the code on the website. [Click here to go to the website.](#)

Can I use the code on the Christmas card at ah.nl?

No, you can only redeem the code on the website. But you can choose to redeem the code for an Albert Heijn gift card that you can then use in the Albert Heijn store, or you can redeem the code for a discount on ah.nl. [Click here to go to the website.](#)

Can I cancel/return my order?

Cancelling your order is not possible.

Can I print my ticket/store credit in black & white?

It is perfectly fine to print out the vouchers in black & white. It is important to make sure that the QR code is clearly visible on the voucher.

What should I do if I do not own a printer or if my printer is broken?

At Albert Heijn you can scan your credit on your mobile phone at the self-scanning checkout or at the bonus card scanner at a manned checkout.

We cannot guarantee that your barcode can always be checked from your mobile phone in other places, so it is wise to print out your code:

- At a print shop
- With neighbours, a friend or a relative

Can I gift the Christmas card to someone else?

Of course, the Christmas card makes a wonderful present!

Can I gift a ticket/store credit to someone else?

Of course, the Christmas card makes a wonderful present! However, make sure that you print out your Christmas gift.

When will I receive my Christmas gift?

If payment was completed through the internet, it will be processed and you will receive a confirmation email with your Christmas gift within 15 minutes. Print this out.

Where can I ask questions about the Christmas gift?

You can contact Customer Service via ah.nl/klantenservice.

I did not receive a confirmation email. How can I get this email?

You can contact Customer Service via ah.nl/klantenservice. They will be happy to help you.

Can I exchange my Christmas gift for money?

No, you cannot exchange your Christmas gift for money.

Where can I go to voice complaints or comments?

Thank you for taking the time to tell us. You can file a complaint with Customer Service via ah.nl/klantenservice. Customer service will relay your complaints or comments to the responsible department so they can take them into account when they evaluate the campaign.

Who is organising this Christmas gift?

This campaign is organised by Ahold Delhaize in cooperation with Touch Incentive Marketing B.V., Blackhawk Network and Nederlandse Loterij Organisatie.

My ticket cannot be scanned, what do I do now?

If you have problems scanning the store credit or game credit, please contact Customer Service via ah.nl/klantenservice.