

**How does it work?**

1. Go to [ah.nl/voorjaar2020](http://ah.nl/voorjaar2020)
2. Choose your gift
3. Click on 'order now'.
4. Go to your shopping cart with the button 'to shopping cart'.
5. Fill in the code from the letter (in the box 'Your personal code') 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.
6. Click on 'Order'; fill out all the details and go to confirm.
7. Your credit will be sent to the specified email address within 15 minutes.

**What is the amount of the gift?**

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 participating store credits on the website are available for €25. This means you spend the entire amount at once. [Click here](#) to go to the website.

**Can I use the redeemed store credit multiple times?**

You can use the redeemed store credit in parts. When the credit runs out, 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.

**Until when is the code valid?**

You can redeem the code on the letter until 31 October 2020.

**Can I redeem the code on the letter if I currently reside 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 spring 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 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?**

You can choose between store credit of: Albert Heijn, Bol.com, Etos or Gall & Gall.

**Can I redeem the code on the letter 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 redeem the code on the letter at [lekkerweglekkerthuis.ah.nl](http://lekkerweglekkerthuis.ah.nl)?**

No, you can only redeem the code on the website [ah.nl/voorjaar2020](http://ah.nl/voorjaar2020).

**Can I use the code on the letter at [ah.nl](http://ah.nl)?**

No, you can only redeem the code on the website. Thereby you can choose to redeem the code for an Albert Heijn gift card that you can then use in the Albert Heijn store.

**Can I cancel/return my order?**

Cancelling your order is not possible.

**Can I print my 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 bar code is clearly visible on the voucher.

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

At this moment, it is not possible to offer the cards through mobile phones, which is why you will receive your gift through email. You have to print it out yourself.

- If you chose an Albert Heijn, Gall & Gall or Etos gift card, you will also be required to print these to take them to the respective stores. Hand your print to the cashiers to receive the discount on your purchase.

If you are not able to print them, the best thing for you to do is to ask friends or family for help, or go to a print shop to print out your Christmas gift there.

**Can I gift the code on the letter to someone else?**

Of course, it's even a lot of fun to gift your code to someone!

**Can I gift store credit to someone else?**

Of course, the store credit is not bound to a person. However, make sure that you printed out your store credit.

**When will I receive my store credit?**

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

**Where can I ask questions about this?**

You can contact Customer Service via [ah.nl/klantenservice](https://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](https://ah.nl/klantenservice). They will be happy to help you.

**Can I exchange my store credit or code on the letter for money?**

No, you cannot exchange your store credit or code on the letter for money.

**Where can I go to voice complaints or comments?**

Thank you for taking the time to tell us. You can contact Customer Service for this via [ah.nl/klantenservice](https://ah.nl/klantenservice). Customer service will relay your complaints or comments to the responsible department to allow them to take them into account when they evaluate the campaign.

**Who is organising this gift?**

This campaign is organised by Ahold Delhaize in cooperation with Blackhawk Network.

**My store credit cannot be scanned, now what?**

If you have problems scanning the store credit, please contact the Albert Heijn Customer Service Department via [ah.nl/klantenservice](https://ah.nl/klantenservice).

**I did not receive my code - how can I still receive it?**

Every employee of Albert Heijn, x and x has received a personal code. If you did not receive one, please contact [ah.nl/klantenservice](https://ah.nl/klantenservice)