

FAQs for New Loyalty Voucher Redemption Process

We've made an important change to the Molton Brown Rewards Club experience because you asked, and we listened.

Overview of changes: We've changed the process of redeeming your Rewards Vouchers online. You'll no longer need to redeem your rewards in the Rewards Club dashboard ('Your Rewards') within your Molton Brown account. Rewards Vouchers will now be available in your basket at checkout for online orders. Based on how many available points you have in your account, the available vouchers will be displayed in a dropdown menu at online checkout making it easier for you to redeem them.

Based on customer feedback, this also means Rewards Members are now able to redeem these vouchers alongside another offer code or during promotional periods. Previously, this wasn't possible with the code setup.

- For example, if you have 350 points in your points balance, you have two rewards vouchers available to you at checkout:
 - 150 points = £5 voucher
 - 300 points = £10 voucher
- If you use a £10 voucher on your order, you'll be using 300 points from your points balance to redeem the voucher which will be deducted. This means you will have 50 points left in your points balance.
- Alternatively, if you use a £5 pound voucher on your order, you'll be using 150 points from your points balance. This means you will have 200 points left in your points balance which allows for redemption of another £5 voucher at a separate time of purchase.
- **Please note that you can only use one voucher per order.**

FAQs for New Loyalty Voucher Redemption Process

1. How do I redeem my points?
 - a. You'll no longer need to redeem your points in the Rewards Club dashboard ('Your Rewards') within your Molton Brown account. Instead, all vouchers will be available for your points balance will be displayed in a dropdown menu at online checkout, which looks like below:

Order Summary

Add voucher / code >

Been referred by a friend?

PROMOCODE X VOUCHERCODE X

MB Redeem your loyalty points ^

Liz Lemon **10300**
Tier: **Gold** available points

Rewards ^

Select a reward

£10 Discount - 300 points

£15 Discount - 450 points

£20 Discount - 600 points

£30 Discount - 900 points

You will earn 500 points with this order.

Subtotal	£0
Promotions	- £0
Delivery	Calculated at checkout
Estimated total	£0

- b. You'll need a minimum of 150 points to receive a £5 voucher which will be available at checkout. To check your points balance, please view the top row of member information in your Rewards Club dashboard ('Your Rewards') within your Molton Brown account.

FAQs for New Loyalty Voucher Redemption Process

- c. As usual, you'll need to be logged in to your account online to ensure you're earning points on your order and additionally you're now able to see your available rewards at checkout.
2. What are the benefits of this change?
 - a. **Less steps, quicker checkout** - We wanted to make this process easier for you, with a few less steps of redeeming in your Rewards Club dashboard, copying and pasting your unique code at checkout. This makes it easier to use your rewards at checkout immediately, whilst being able to earn points and spend them at the same time.
 - b. **Using rewards vouchers during promotions** - You can now use vouchers during promotional periods or alongside another offer code. This means you can use your vouchers all year round! Points are only converted into vouchers when you checkout online or in-store, so now you have more flexibility on when you want to pay with your points.
 - c. **Ease of redeeming points either in-store or online** – Previously, any points converted into a voucher code online had to be redeemed at checkout online. This new method of redeeming online now matches our instore redemption process - points are only converted into vouchers at the purchase stage, so you can decide at the time where and when you want to redeem.
 3. Is there any change to how I earn and use points?
 - a. Points are still earned in the same way, either through spending or through completing activities as shown in the 'Earn' tab in the Rewards Club dashboard ('My Rewards') in your online account.
 - b. Points also still have a 12-month expiry from the date you acquire them, so ensure you're redeeming points at checkout to avoid losing them.
 - c. For points earned through spend, these are still earned according to the final balance paid. So, if your order is worth £50 and you use a £20 rewards voucher, you will be eligible to earn points on the remaining £30.
 - d. For online orders, points earned through spend are still added to your account after order dispatch. Please note that when using a voucher, the points equivalent to voucher values will be removed from points balance after order confirmation. For an accurate view of your points balance please wait until after your order has been dispatched.

FAQs for New Loyalty Voucher Redemption Process

4. How do I use a voucher during promotions?
 - a. Using a voucher during a promotion will be the same as during a non-promotional period. Rewards Vouchers will now be available at checkout for online orders and will be based on how many available points you have in your account. Once selecting your voucher, the value of the voucher will be discounted from your order alongside the promotional offer.
 - b. For example, there is a 20% discount offer sitewide, you have £80 worth of products in your basket at checkout and a £10 voucher available to use from the dropdown menu. You will get 20% off the basket value of £80, which is £64 and then on top of this, your £10 voucher discount will apply to your order which amounts to £54 as your final total.
 - c. We recommend that if you have another promotional offer code, please add the offer code before selecting your voucher from the dropdown menu to have an accurate view of the order total.

5. Where can I find my available vouchers?
 - a. All your available vouchers will be displayed in a dropdown menu at online checkout. You can also see all vouchers that are available to you in the “Redeem” tab in the ‘My Rewards’ section of your online account.

6. What are the different voucher amounts that I can redeem?
 - a. The number of points are equal to the following voucher values:
 - 150 points = £5
 - 300 points = £10
 - 450 points = £15
 - 600 points = £20
 - 900 points = £30
 - 1500 points = £50
 - b. You need to have a minimum of 150 points (redeemable into a £5 voucher) in your points balance to see a voucher displayed in the dropdown menu at online checkout.

7. **What will happen to my previously claimed vouchers that I haven’t used yet?**
 - a. If you have any claimed vouchers in your Rewards Club dashboard (‘Your Rewards’) in your online account, these unused vouchers will automatically be turned back into the equivalent number of points in your points balance from 7th October 2025. The points will then be available at checkout online or instore, ready for you to pay with on your next purchase.

FAQs for New Loyalty Voucher Redemption Process

- b. You can see your returned points for your **previously claimed vouchers** in the “Activity” tab in your Rewards Club dashboard (‘Your Rewards’) in your online account.
8. Where can I find my previous voucher redemptions?
- a. You can find your previous voucher redemptions in the “Activity” tab in your Rewards Club dashboard (‘Your Rewards’) in your online account. You will no longer be able to see your previous vouchers listed at the bottom of the “Redeem” tab in your Rewards Club dashboard.
9. When will my vouchers expire?
- a. You won’t have to keep track of any voucher expiry dates. Rewards Vouchers will now be available at checkout for online orders for immediate use on your order.
 - b. However, you will need to make sure your points are used before the expiry date. Rewards Club points expire 12 months after they are first issued. To see when your points expire, visit the “Activity” tab in your Rewards Club dashboard (‘Your Rewards’) in your online account which shows the expiry date.
10. How do I redeem a voucher in-store?
- a. If you are shopping instore, the process remains unchanged. Please ask a member of staff to check if you have any Rewards Vouchers available for use and they can apply this to your order.