Where can I use the MyStaffShop Discount Card?

For a full list of outlets that accept the MyStaffShop Discount Card please visit https://gemelli.mystaffshop.co.uk

How do I update personal account information and my password?

Click on your name in the top left hand corner of the page, there is a drop down menu. You can change all of your personal details here.

How does the Love2Shop card work?

Simply top up your Love2shop card using a debit or credit card and receive a 7% discount when doing so. For example, if you load the card with £100 you will only pay £93, but £100 will be available on the card to purchase any item or product in an eligible Love2shop store.

What are Digital Gift Cards

Our Digital Gift Cards are simply gift cards that the majority are instantly available online in your My Staff Shop account (digitally). The recipient will receive a unique code, which can be input at the point of purchase on the chosen website if accepted by the retailer or can be presented at the till point in store. Please note, these are non-refundable from the time you have placed your order and cannot be exchanged for another denomination or retailer either. Please check the terms and conditions on the product page on our website to see if your digital gift card can be used online or instore.

What is a Discount Code?

A Discount Code can be used online at the checkout on the retailers website to give you a percentage of your basket value.

How does online shopping work?

If you want to buy something online, rather than going direct, click to the retailer via My Staff Shop and you earn Reward Beans. Simply search for the online retailer you want to buy from. If it's listed, click the link to visit that company, and shop normally. Your visit is then tracked, via the link and your Reward Beans will pend in your account within 2 working days.

What is Cashback?

Cashback is money earnt or in our case Reward Beans earnt by shopping through one of our many cashback links. Please note, we will not have any information regarding any bookings or purchases made on a third party website, for example, booking reference number or where your order is if not yet received, you will need to contact the retailer directly for any information about these such things.

What are Reward Beans?

Reward Beans are the My Staff Shop virtual savings currency, enabling you to accumulate your savings and rewards to fund purchases on an ever increasing range of goods and services on the platform. Every Reward Bean you earn has a redeemable value of 1p, so 100 Reward Beans = £1.

GEMELLI
EMPLOYEE BENEFITS

MORE QUESTIONS?

Call our helpline on 01280 851113
Enquiries@GemelliEB.co.uk
www.GemelliEmployeeBenefits.co.uk

How do I redeem Reward Beans?

Reward Beans can be redeemed for any digital and plastic gift cards, paper vouchers or cinema e-tickets available on My Staff Shop. Simply add them to your basket and at the checkout select the "Pay with Reward Beans" option. Pending Reward Beans cannot be spent until they are in your Available balance.

Can I transfer my Reward Beans into my bank account?

Yes! When you have reached 15000 (£150) worth of Reward Beans through My Staff Shop you can contact our customer services team on customerservices@mystaffshop.co.uk stating that you wish to redeem your Reward Beans into your bank account. You will need to provide Customer Services with your name as it shows on your bank account, your bank account number and sort code for us to process this. Please note, we can only transfer Reward Beans into a bank account in your name from when we confirm it has been passed over to be processed. Please allow up to 48 hours for the balance to show in your bank account. Please note, you cannot transfer Reward Beans that are from Reward and Recognition into your bank account. These must be redeemed for digital, plastic gift cards or paper vouchers we have available on the website.

Can I pay with a credit card when purchasing items in my basket?

Yes, My Staff Shop accepts debit card and credit payments (excluding American Express and Delta).

How do I top-up my Reloadable Shopping Card?

Click on your My Cards tab, this is located in the top-left drop-down bar under your name, You will see a list of all the reloadable cards you have previously purchased. Simply click on the card you wish to top up, confirm the amount and proceed to check out.

How long does it take for a top-up to appear on the shopping card?

Top-ups take up to 3-5 working days and you will receive a confirmation email once your order has been processed.

How do I claim the Daily Offer?

Most of our Daily Offers you will need to call our Customer Services Team on 03300 242 281 stating that you wish to claim the Daily Offer. Others, you can click on the Daily Offer banner which will take you to the product page to purchase the items with your debit or credit card.

How do I redeem/purchase a local deal?

There are multiple ways to receive your discounts with one of our Local Deals:

> *Simply present a downloaded or printed Local Deals Voucher to get your discount.*
> *Pay for the discounted deal on the platform to download vouchers or a digital gift card.*
> *Use the promo code for online deals.*

Can I add a local deal to My Staff Shop?

To recommend a local deal to add to My Staff Shop, simply click on 'Recommend a local deal', complete and submit the online form. Our Deal Making Team will then get in touch with the recommended business to try and get an exclusive discount.

MORE QUESTIONS?

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