

FAQ and Help Topics Dazzled Deals

Where can I access a Dazzled Deal from?

Dazzled Cars app is FREE and available on iPhone and Android devices which you can download in the app stores.

- Store link for iPhone user please **click here**
- Store link for Android user please **click here**

Dazzled Cars app gives you access to all featured Dazzled Deals, alternatively you can use the website, and however we suggest to use the app, so you can be updated on new deals whilst you are on the move. By having your location setting switched on, you can check and view Dazzled Deals near you.

Where can I find my voucher?

To locate your voucher, use Dazzled Cars app:

- Sign up or login
- Click Home Menu button
- Select My Garage
- Choose My Dazzled Deals list all your Dazzled Deals
- Select the Purchased Dazzled Deals
- Click View Voucher

Your voucher will be displayed with its unique serial number. You will see instructions for using your Dazzled Deal in the fine print section.

Additionally you will receive a confirmation email of your Dazzled Deal where you can view your voucher.

How do I use my voucher?

Usually you present your voucher to the merchant by showing your voucher within the app on your mobile device. Each voucher has its own unique serial number, the merchant will record this number to track your Dazzled Deal.

You can print your voucher from the email you provided to Dazzled Cars. Ensure the serial number is on display when presenting your voucher to the merchant, in order to receive your Dazzled Deal.

Instructions will be listed on your Dazzled Deal under the **Fine print**.

There might be specifics which will be listed under **Partner Conditions** for specifics on using a Dazzled Deal.

Can I buy a Dazzled Deal voucher as a gift for someone else?

Yes, you most certainly can. Dazzled Deals make a great gift. You can input the email address to the receiver of the gift upon purchasing the deal or print the Dazzled Deal voucher from your email and put a copy in a card.

There is a problem with the Dazzled Deal serial number

On each voucher there is a unique serial number and a security number, either of which can be used for redemption, it is important to ensure you are using the correct number that is being requested.

On your voucher there may be date and time when the merchant will begin accepting serial numbers.

If you are accessing a deal via website and problems are occurring here are some tips - ensure the serial number is entered into the correct box, without any extra numbers, spaces or typos. Common errors are with Zeros on the serial number, try the letter o instead. We suggest to copy and paste the serial number directly from your Dazzled Deal voucher, making sure that there are no extra spaces.

If all of the above does not solve the issue. Your serial number could be invalid. Sometimes errors happen, such as Dazzled Deals serial numbers is not properly uploaded to the merchant's database. Get in contact with the merchant and Dazzled Cars so we can get the issue resolved ASAP. You will be able to find the merchant's contact details from the Dazzled Deal itself.

What if my voucher expires?

Each Dazzled Deals voucher will have different expiry dates, you will need to use your voucher before that date in order for it to be accepted by the partner business. If you are experiencing difficulties in using your Dazzled Deal voucher, it is important to get in touch well in advance of the expiry date on info@dazzledcars.com and we will do all we can to resolve the issue.

Do I need to use my voucher on the same day I purchase it?

No. Every single voucher has its own expiry date. Please check the validity period on your Dazzled Deal voucher for more details.

Are there restrictions on using my Dazzled Deal?

Each Dazzled Deals voucher will have different expiry dates, you will need to use your voucher before that date in order for it to be accepted by the partner business. If you are experiencing difficulties in using your Dazzled Deal voucher, it is important to get in touch well in advance of the expiry date on info@dazzledcars.com and we will do all we can to resolve the issue.

Inside that period, you should be able to use your Dazzled Deals voucher in line with the merchant's operating hours, however this might not always be the case (particularly merchants that are busy at certain times and dates), it is always worth checking the Fine Print section of your Dazzled Deals voucher to see if any restrictions apply.

I have questions regarding the Dazzled Deal or business

All information regarding the Dazzled Deal will be on the original deal page where you placed your purchase for your voucher. Regarding your questions, we suggest the swiftest and easiest way is to communicate them directly to the business, as they will have the most accurate information concerning their products and services.

I can't book an appointment or reservation

From time to time when a Dazzled Deal is featured certain dates may not be available such as holidays as these times are usually in high demand. Our advice is to book your appointment or reservation as soon as possible to avoid any disappointment.

If you cannot get a suitable reservation from receiving your voucher, get in touch with us and we will do all we can to resolve any issues on info@dazzledcars.com. If for some reason you cannot get an appointment you want, give your voucher to a friend to enjoy Dazzled Deals.

I can't get in contact with the merchant

Every now and then it can be difficult to get in touch with a business once they have featured a Dazzled Deal. Ensure you are using the contact information provided in the redemption instructions on your Dazzled Deal voucher.

My Dazzled Deal was canceled

If one of our partner businesses claims that they are no longer accepting Dazzled Deal vouchers, we will ensure you don't miss out. Dazzled Cars are usually able to resolve the issue and the partner business will continue with the deal, should this not happen we will refund you. In these cases we ask you to contact us on info@dazzledcars.com so we can record the issue and prevent any further occurrences.

My voucher is not being accepted at a business

We are sorry to hear that. We want you to enjoy your Dazzled Deal experience.

If a partner business refuses to accept your unredeemed voucher, we ask you to contact us, so we will be aware and to rectify the issue at the earliest chance possible.

I went to use my Dazzled Deal and the business is closed down

If a business has closed down, please contact us on info@dazzledcars.com. We may be able to organize for you to use your voucher at an alternative partner business or you will have the opportunity to refund your Dazzled Deals voucher should you prefer. Whatever you decide, in this case we will make sure that you don't miss out on the money you have spent on the Dazzled Deal.

I've been charged, but can't locate my voucher

Your Dazzled Deals voucher can be found on the Dazzled Cars app – My Garage and select purchased Dazzled Deals and select view voucher. Alternatively check the email address that you provided to Dazzled Cars, check inbox and junk mail.

If you still can't find your Dazzled Deals and your bank account has been charged, the Dazzled Deal might have been purchased accidentally on a separate account. This may happen if one Dazzled Deal was used from the same computer. If you are not sure which the other account it could be, get in touch on info@dazzledcars.com

I'm unsure that my order went through

View on Dazzled Cars app – My Garage and select purchased Dazzled Deals this will list all the deals you have purchased, from there you can see if your order was placed and view your voucher. Check your email address that you provided to Dazzled Cars (and check Junk mail just in case it ended up there).

My Dazzled Deal still says "Processing" or "Failed"

When an order displays the term "Processing" repeatedly or it states "Failed" on your Dazzled Deals account it's likely that the payment is unsuccessful.

If you decide to try purchasing the deal again, you may consider using a different form of payment such as a different credit card. If you are concerned that a "Processing" payment might be actioned at a later time resulting in you having two vouchers, we will cancel and refund any duplicates. We ask you to inform us as soon as possible.

Redemption

Dazzled Cars promote third party businesses on our app, website and social media. Our agreement is that we collect money from our users or customers on behalf of the merchant, we then issue

Dazzled Deal vouchers for products and services to be provided by these businesses. The designated merchant is the seller of the product or service and is solely accountable for fulfilling any Dazzled Deal voucher you purchase. Dazzled Deals is not responsible for the standard or quality of any product or services. Promotional material is based on information provided by the merchant and its associates.

Protect your Dazzled Deals vouchers and the serial numbers displayed on them to prevent anyone using your serial number to redeem your voucher. Once redeemed, a Dazzled Deal voucher cannot be used again. If you provide your serial number to a merchant at the time of appointment and don't honor the appointment, the merchant may at its discretion consider the Dazzled Deal voucher redeemed.

Some tips – Turn on passcode security on your phone and don't give out your passcode (protect your serial number on your voucher). When arranging appointments, find out the merchant's cancellation policy and ask does the cancellation policy apply to Dazzled Deals. Finally book appointments early and don't be late for appointments.

Contact

You can get in contact with Dazzled Cars at any time via electronic mail via our contact form info@dazzledcars.com Dazzled Cars, may deliver notice to you under this agreement via electronic mail and push notifications.