

**CONSUMER VOUCHER REPLACEMENT FORM**

In compliance with Ukash Terms and Conditions, this form must be completed by any consumer wishing to exchange a Ukash voucher.

**RETURN DETAILS**

This form should be returned together with accompanying documents to the following address:

Ukash – Consumer Refunds Department  
5 – 7 Tanner Street  
London  
SE1 3LE  
United Kingdom

**CONSUMER DETAILS**

Please note: The address indicated below will need to correspond with the proof of address.

First Name	
Last Name	
Physical Address	Line 1
	Line 2
	Line 3
Postal Code	
Daytime Telephone Number	
Evening Telephone Number	
Email Address	

**VOUCHER DETAILS**

	Voucher Number	Voucher Value	Voucher Currency
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Reason for Voucher Replacement:  
(Mandatory) \_\_\_\_\_

\_\_\_\_\_

### PROOF OF ID and ADDRESS

In order to process your claim successfully it is necessary to submit clear copies of the following documents together with this form:

- ✓ 1. Photo ID (Passport / Driving Licence)
- ✓ 2. Proof of Address – no more than 3 months old  
e.g. Utility Bill, Bank/Credit Card Statement  
**(mobile phone bills NOT allowed)**
- ✓ 3. The original Ukash Voucher(s)

### VOUCHER REPLACEMENT

Please indicate your preferred option with a tick ✓ in the appropriate box

Restricted  
Un-Restricted (18+)

<input type="checkbox"/>
<input type="checkbox"/>

Please note that Ukash will only replace a Restricted voucher with an Un-Restricted voucher providing the consumer is aged 18 or over.

Replacement voucher details will be emailed to consumers

### USER ACCEPTANCE

Ukash will levy no charge for the replacement of Vouchers. This is in accordance with the Ukash Consumer Terms and Conditions.

Date:

Full Name:

Signature: