

Private Panellist Guide

Requesting vouchers

Thank you for your participation in our studies as a receiving and posting panellist.

This guide explains step by step how to exchange your reward points for vouchers.

We recommend that you download this PDF to your desktop for easy access.

General information

- As soon as you have accumulated **2500 points**, you can get a **£25 voucher**.

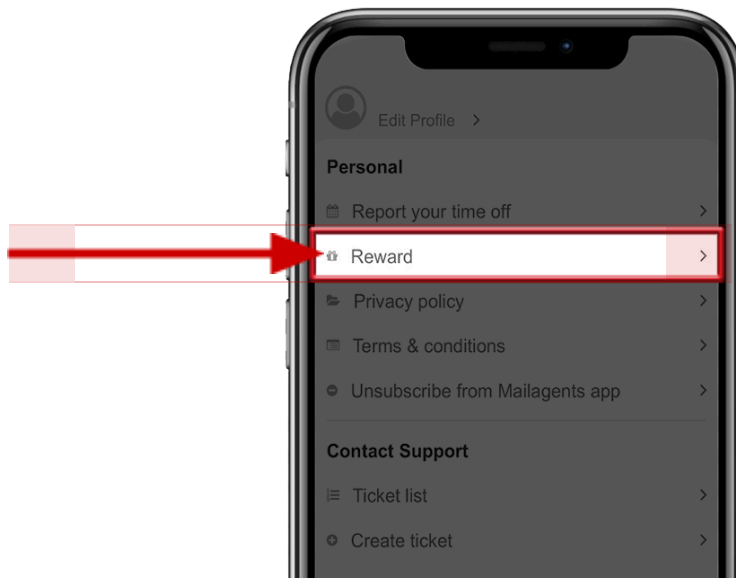


Vouchers can **only** be redeemed when you reach a minimum of **2500 points**.

- The £25 voucher can be split between different retailers. For example, **£10 for Amazon** and **£15 for Starbucks**.
- If you are **unable to redeem your voucher via the app**, please send an email to 'support@mailagents.uk' with your voucher request, or raise a ticket in the app under the category "Rewards".
- There are three ways to receive your voucher codes:
 1. **By email**, as an e-gift card that can be redeemed online. This may take a few hours to generate.
 2. **By post (this is only available for some retailers)**.
 3. **By email**, as a document you can print and take with you to a retailer.
- In addition, feel free to watch our video on this topic. Simply click on the following link: '[Rewards](#)'

How can you request a voucher?

1. To request a voucher, click on '**Reward**' in the menu of the Mailagents app:



* Please note that this is an example and variations are possible.

2. If you have at least 2500 points, you will see a red button saying "**Redeem Voucher**". Click on it, then click "**Yes**". You will receive a **voucher code** and a **link** by email:




* Please note that this is an example and variations are possible.

3. To redeem your voucher code, click on the link in the email or go to <https://spectosgbp.cadooz.com/>:

Redeem GiftCard in 4 steps

- Enter GiftCard code
- Choose your reward
- Enter delivery address
- Receive your reward by post or E-Mail


☐ I am human
 


Redeemed codes:	Valid to:	Amount:
none	-	-
Your credit:		0.00 £

4. Enter your voucher code and click 'Check':

Redeem GiftCard in 4 steps

- Enter GiftCard code
- Choose your reward
- Enter delivery address
- Receive your reward by post or E-Mail




☐ I am human
 

Redeemed codes:	Valid to:	Amount:
none	-	-
Your credit:		0.00 £

5. Make sure to tick the CAPTCHA box marked “I am human” and complete the CAPTCHA test:


Redeem GiftCard in 4 steps

- Enter GiftCard code
- Choose your reward
- Enter delivery address
- Receive your reward by post or E-Mail

☒ I am human
 

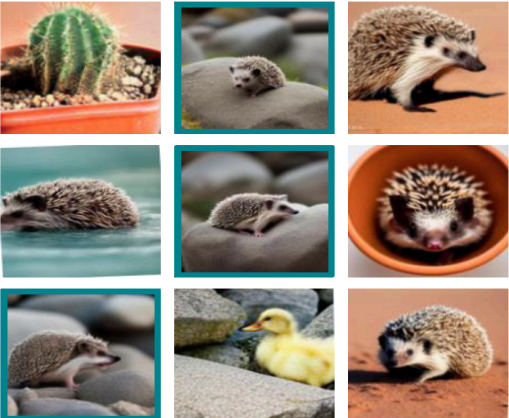
Redeemed codes:	Valid to:	Amount:
none	-	-
Your credit:		0.00 £

Example:

☒ I am human
 

Please click each image containing a hedgehog on rocks

If there are None, click Skip



EN

Next

6. Check that the correct amount is loaded and then click **‘Proceed to shop’**:

Redeem GiftCard in 4 steps

- Enter GiftCard code
- Choose your reward
- Enter delivery address
- Receive your reward by post or E-Mail

Redeemed codes:	Valid to:	Amount:
zs4*****g3x6	31-Dec-2025	25.00 £
Your credit:		25.00 £

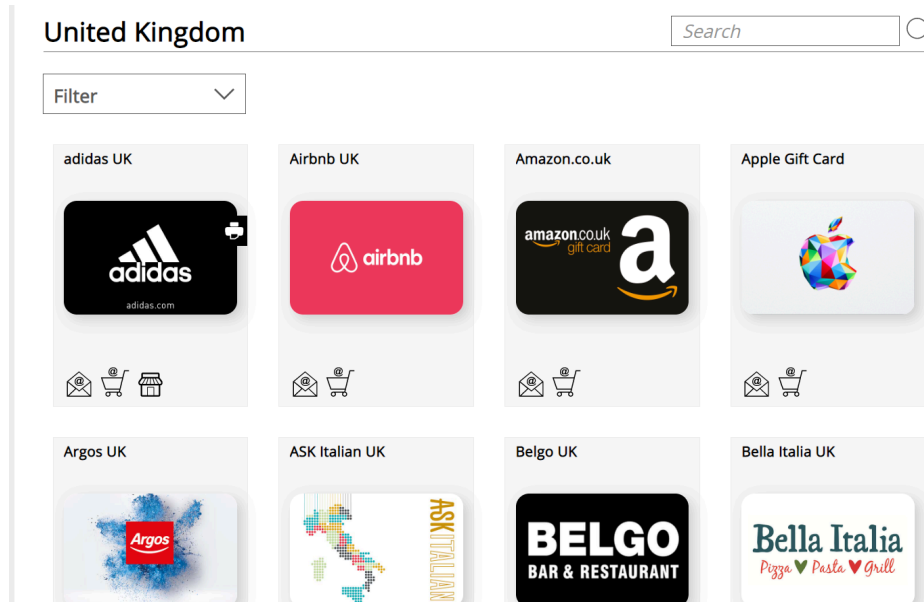
7. You will then be asked to select your country:

Country selection

Are you looking for a specific voucher in your country or do you want to know in which countries a voucher will be accepted? All countries with the matching products are listed below.

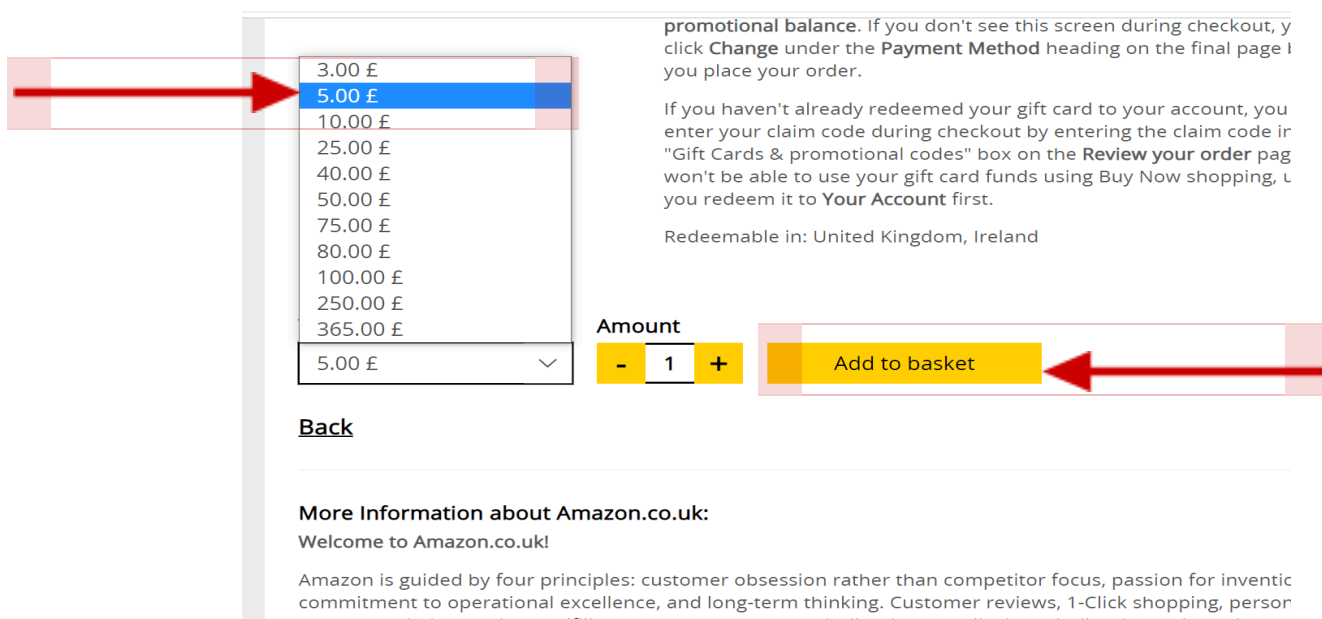
Austria	Belgium	Bulgaria
Croatia	Cyprus	Czech Republic
Denmark	Estonia	Finland
France	Germany	Greece
Hungary	Iceland	Ireland
Italy	Latvia	Liechtenstein

8. Next, you will see a list of retailers available and you can select the one you want:



Please note that some vouchers can **only be delivered by post**. This depends on the retailer you choose.

9. Scroll down to the value of the card, select the amount you want loaded for the chosen retailer and then click 'Add to basket':



10. Fill in your contact details and then click '**Continue**':

Please first enter the delivery address here.

Required field *

Salutation * Please select ▼

First name

Last name *

E-mail *



E-mail retype *

11. Please check all order details are correct and agree to the terms and conditions as appropriate. Afterwards, click '**Buy**':


Check order

Please check your details and confirm the purchase you have made by redeeming your gift card.
Your order will be combined in one delivery.

Your delivery

	amazon.co.uk 5 GBP 	Shipping method by e-mail	Quantity <div style="display: flex; align-items: center; justify-content: center;"> - 1 + </div>	Price 5.00 £	Total 5.00 £
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Addresses

Delivery address 

Payment

Payment method
 Your order has been paid in full from your credit

Shopping cart total	5.00 £
VAT included	0.00 £
Invoice amount	0.00 £

Complete order

Maximum order value: 500.00 £

Preclusion of right of revocation for gift cards and other digital content

- ☒ When ordering gift cards and other digital content, you expressly agree that execution of the contract will begin before the cancellation period expires. You lose your right to cancel when execution of the contract begins.
- ☒ By placing your order, you accept the current **terms and conditions of cadooz GmbH**.
- ☐ I agree that cadooz GmbH may use my name and e-mail address to inform me by e-mail in future about other interesting voucher and gift certificate offers. I can withdraw my voluntary consent at any time by sending an e-mail to angebotabmeldung@cadooz.de or by clicking on the unsubscribe link in the relevant newsletter.



12. Once your order is complete, you will receive your **order confirmation**:

Confirmation

✓ Your order is complete

Thank you for your order. We will send you your reward(s) shortly.

Please check your e-mail inbox for your order confirmation with the order number **XXX-XXX-XXX-XXX**

You can view the status of your order at any time at **www.cadooz.com/Bestellstatus**. To log in, simply enter your order number and surname.

Any questions, suggestions, or requests? If so, please contact **www.cadooz.com/en/service**.

Since you have ordered at least one online gift card, we will send you an e-mail containing the relevant gift card codes. Please note that some spam filters may treat this e-mail as spam.

Best wishes,

Your cadooz customer service team



You will receive your order confirmation **by email**.

This will usually happen within a few minutes, but can occasionally take up to an hour.

Thank you for helping to improve the service Royal Mail provides to homes, businesses and communities!