



Redemption of offer

1. How do I utilise my voucher and redeem my free interior design consultation?

To use your voucher please visit <https://www.designer.duluxamazingspace.co.uk/tsb> and fill in the requested details including your unique booking code detailed in your welcome letter. You will be asked to select a day and time slot for your free interior design consultation when you do this. Please note that you have 28 days from the date stated on your welcome letter to use your voucher.

2. How do I know if I'm entitled to the FREE interior design consultation from Dulux Amazing Space?

This offer is available to customers who:

- apply for a TSB personal loan and select 'home improvement' as the loan purpose;
- are approved for the loan between 18 July 2016 and 18 October 2016 (inclusive) and draw down the loan funds into their account within 30 days of acceptance;
- have not cancelled the loan within the 14 days cooling off period; and
- use the loan and Dulux Amazing Space Service for private home improvements only.

3. Where can I find my unique voucher code?

Your unique booking number is on your welcome letter which you'll receive within 28 days of receiving the loan funds in your account.

4. My voucher code doesn't work? What do I do?

If your unique voucher code doesn't work and you're having trouble confirming your free design consultation please get in contact with the Dulux Amazing Space Design Customer Services team on 0115 7842 642 Monday to Friday, 9.00am to 9.00pm, and at weekends, 10.00am-7.00pm or e-mail them at help@amazingspacedesign.co.uk

5. I've lost my voucher code who do I contact?

Call the Dulux Amazing Space Design Customer Services team on 0115 7842 642 Monday to Friday, 9.00am to 9.00pm and at weekends, 10.00am-7.00pm or e-mail them at help@amazingspacedesign.co.uk. You will be asked to confirm your full name and postcode to retrieve your unique voucher code.

6. How long do I have to use my voucher?

You have a total of 28 days from the date stated on your welcome letter to use your voucher for your free interior design consultation. From the time you use voucher you have the option to book your consultation within a minimum of 5 days and a maximum of 6 weeks.



7. Is the offer valid for all rooms?

This offer entitles you to an interior design consultation with a Dulux Design Expert at Dulux Amazing Space covering one room. They can style bedrooms for adults, teenagers and children, as well as living rooms and dining rooms. They even style bathrooms and kitchens, although they can't suggest new fixtures and fittings, so they won't appear in your personalised style guide. Just let the Amazing Space team know which room you're looking at when you sign up.

8. How far in advance can I book a consultation?

From the time you use voucher and redeem your free interior design consultation you have the option to book within a minimum of 5 days and a maximum of 6 weeks.

9. What if I can't find the time/ date I want to do my consultation?

Just contact Dulux Amazing Space Customer Service Team who will be able to discuss this with you further to find you an appropriate consultation appointment time and date. You can reach the team on 0115 7842 642 Monday to Friday, 9.00am to 9.00pm and at weekends, 10.00am-7.00pm or e-mail them at help@amazingspacedesign.co.uk