



Family Fund, working in
partnership with Argos

**Help with
recreational,
household or
furniture items**



Family Fund
Helping disabled children



Images are for illustration purposes only.

www.familyfund.org.uk

Help with recreational, household or furniture items



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How to use your grant

Family Fund is pleased to offer you a grant for recreational, household or furniture items. We work in partnership with Argos. Your grant will be sent to you as an Argos e-gift card, separately from your grant award email or letter.



Using your card

Please note that you must only use the money on the gift card to buy the items on your grant award letter. Your gift card does not need to be activated, so you can use it as soon as you receive it in store, online at www.argos.co.uk, or via the Argos app.

Please be aware that, if your total bill is more than the amount on your card, you will need to pay the difference. Your total grant amount must be used within **60 days** of the date of the Family Fund grant award letter, otherwise the card will expire and funds will be lost.



Please keep your receipts

When you use your card, please keep all receipts for 12 months from the date of each purchase you make, as we may write and ask you for them in future. If you have any problems with your item you may need to show your receipt to the retailer.



Frequently asked questions

Do I have to buy all of the items at the same time?

No, you can buy items as, and when, you need to. However, you must use your total grant amount within **60 days** of the date on the grant award letter.

Can I use some of my own money to add to the amount on the card?

Yes. You can pay the difference before completing the transaction. Please note that you will need to keep the receipts as usual.

How do I check my balance or gift card expiry date?

If you need to check your balance, or confirm the expiry date of your gift card, please sign in to your account at [argos.co.uk](https://www.argos.co.uk) and use the balance/expiry checker provided. Alternatively, you can have this checked in your local Argos store.

What do I do if my gift card is lost or stolen?

Please notify Family Fund on **01904 550019** as soon as you are aware that your gift card has been lost or stolen.

Frequently asked questions

Where can I use my grant?

Your grant can be used in any Argos store, online at www.argos.co.uk or via the Argos app.

Can any member of my family use the gift card?

No. Only the main carer, or the child or young person receiving the grant, is permitted to use this card. Misuse of the gift card may result in it being withdrawn.

What do I do if the amount of money you have put on the card is more than I need?

Please go to www.familyfund.org.uk/contactus or email info@familyfund.org.uk so that we can discuss how your grant can be used.



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