

Frequently Asked Questions

Redemption

What is the minimum amount I can redeem?

80 points for merchandise, 200 points for vouchers

How many points do I need before I can start redeeming?

500 points

When can I start redeeming?

February 1st 2012

I think I should have more points – who do I ask?

Renault Trade Club Helpdesk on 0844 967 0985

How soon will I receive my vouchers or items of merchandise?

Within 28 days of ordering them, unless there are exceptional circumstances. Please see the Terms and Conditions for further delivery details

Joining/Activating

I've lost my password – how do I get a new one?

Please follow the instructions on the log in page of the website to reset your password

I've lost my URN – how do I obtain it again?

Please call one of your registered Trade Specialists who will contact Renault UK to obtain your URN

My vouchers or merchandise haven't arrived – who do I phone?

Renault Trade Club Helpdesk on 0844 967 0985