

Redeem Coupon

Summary

You redeem a coupon in the **Cart** before proceeding to checkout.

The input field spans the full width — after any special discount and before the cart total.

Procedure

1. Go to the Cart.
2. Enter the code in the **Coupon Code** field.
3. Click **Redeem**.

“ **General Information:** Pressing Enter does **not** redeem the coupon. You must click **Redeem**.

How to tell that the coupon has been accepted

There is no confirmation message. Instead, the display changes at the location of the input field:

- the **name of the coupon**
- the **discount** applied
- a **Delete** button

“ **Important:** The **cart total does not change**. Your coupon is still accepted — the discount is only deducted on the **Invoice**. At checkout, there is a note such

as “The credit of 3 % will only be deducted on the invoice.”

Does the coupon remain?

Yes. A redeemed coupon remains on the cart, even if you reload the page or sign out and return later.

Remove coupon again

Via the **Delete** button in the coupon line.

If the code is not accepted

Message	Meaning
“Coupon not found!”	The code does not exist or is not valid for you. First check the spelling.
“The coupon has expired!”	The code exists, but its validity period has ended.
“Coupon already redeemed!”	The code has been used — either overall or by you.
“This coupon is only for first-time customers!”	The code is only valid for the first order, and you have already ordered.
“Minimum order value ... not reached!”	Your cart is too small for this coupon. The stated amount is the limit.
“Coupon not combinable and lower than the special discount!”	A special discount is already running that is higher than your coupon. You are better off with the special discount.

If multiple reasons apply, the messages are listed one below the other.

If the message remains, contact your Contact with the code.

If the input field is missing

Then your shop operator has not enabled coupon entry. In this case, a coupon cannot be redeemed.

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