

## What should I do when I receive an Anystore Gift Card?

Keep your original receipt and make a note of the reference number and expiry date of the gift card. Go online to [www.anystoregiftcard.com.au](http://www.anystoregiftcard.com.au) to check the terms and conditions of the card. Keep your card secure anyone holding the card can use its value to make purchases.

## Is the card required to be present and used at the EFTPOS device to authorise my purchase using my Anystore Gift Card?

Yes. The retailer must use the EFTPOS pinpad provided when redeeming a Gift Card for goods or services as directed by the POS terminal.

## Can the card be used in an ATM or redeemed for cash?

No, the Anystore Gift Card cannot be used in an ATM or redeemed for cash from banks or any retailer.

## Can I use my Anystore Gift Card for mail order, online or phone purchases?

No, it can only be used for in store purchases. EFTPOS is used for all Anystore Gift Cards, therefore these cards cannot be used online or for any card not present transactions (mail or phone orders).

## Where can the Anystore Gift Card be used?

The Anystore Gift Card can be used with any Australian merchant where EFTPOS is available.

## How do I use the card?

- Present it at any store that accepts EFTPOS.
- Swipe the card through the EFTPOS terminal.
- Select the savings option enter your 4 digit pin found under the scratch panel on the back of the card.

## What happens if I use the card and it is declined?

The card will decline if:

- You have inadequate funds remaining to cover the full value of your purchase (see next question).
- The card is expired.
- The card has a zero balance.

## Can I use my card to purchase if the card balance is less than my total purchase price?

Before using your card ensure you have enough remaining balance to cover the purchase. If you do not then advise the store assistant you wish to use a combination of the card and another payment method. E.g. you make a purchase for \$100, your Anystore gift Card has \$50 balance remaining, advise the retailer you wish to pay \$50 on your Anystore Gift Card and the balance of \$50 via another payment method.

## Is the balance updated automatically?

Each time you use your gift card, the purchase amount is automatically deducted from the Card balance as it is swiped through the EFTPOS pinpad and the transaction approved. If the transaction is declined the funds are not deducted as there is not enough balance to allow the transaction to be completed. You, the cardholder can check the balance online at [anystoregiftcard.com.au](http://anystoregiftcard.com.au). It is recommended that you check your balance each time before using your gift card.

## Do I have to spend the entire amount of the Gift Card in a single purchase?

No. Gift Cards are partially redeemable. Within the card's validity period, any available balance can be used for multiple purchases at any participating merchant.

## Can these Gift Cards be reloaded with value?

No, these gift cards cannot be re-loaded or credited with funds, e.g. for returned goods or store credits.

## What do I do if the EFTPOS pinpad does not approve my gift card transaction?

Check the following:

- The EFTPOS network may be off-line. You as the customer will need to provide another payment type or come back when the EFTPOS system is up. You cannot use the gift card when the system is off-line.
- The gift card's magnetic stripe may be damaged. Please contact us on PH: 1300 785 506 and select option 1 for further information. Or via email to [info@anystoregiftcard.com.au](mailto:info@anystoregiftcard.com.au)
- There may be insufficient funds left on the gift card for the transaction. Please check your card balance online at [www.anystoregiftcard.com.au](http://www.anystoregiftcard.com.au).
- The gift card has expired. Check the expiry date on the back of the card. Refer to [anystoregiftcard.com.au](http://anystoregiftcard.com.au) and refer to the terms and conditions on the back of the card.

## How can I check my Gift Card's balance?

You can check the gift card balance at [www.anystoregiftcard.com.au](http://www.anystoregiftcard.com.au)

## Does a Gift Card expire?

Yes, the Anystore gift card expiry date can be found on the front of the card.

## Do I receive change on a Gift Card transaction?

No. The gift card can be used until the balance reaches a nil value, no matter how small the balance.

## What happens if I lose my gift card or it was stolen?

We may, subject to our discretion replace lost or stolen gift cards. Any replacement gift card will have the same unused value at the time we are notified and expiry date. Any funds spent by other parties whilst the card was "lost" or "stolen" will not be replaced. A tiered fee system from \$17 applies to have the card re-issued. Lost or stolen gift cards will only be replaced if you can provide the 19-digit card number or a valid purchase receipt, and there is balance left on the gift card. You must contact Anystore Gift Card on PH: 1300 785 505 or Email: [info@anystoregiftcard.com.au](mailto:info@anystoregiftcard.com.au) to make this request.

## Are there terms & conditions that apply to the Anystore Gift Card?

Yes, a brief summary of the terms & conditions are printed on the back of the card. You can view the full terms & conditions at [anystoregiftcard.com.au](http://anystoregiftcard.com.au)

Purchasing or using the gift card means you accept these conditions. If you permit another person to use your card you must advise them they will be bound by these conditions. Victorian law applies to this agreement. By entering into this agreement you unconditionally submit to the jurisdiction of the courts of Victoria.

Your eftpos gift card is issued by C-Direct Pty Ltd. Any wording on your card that indicates that Indue Ltd is the card issuer is incorrect.

## Will you refund me if the goods purchased via the card are faulty?

No, we are not liable for the warranty on the goods purchased. Matters relating to warranty, fit for purpose quality etc should be referred to the store of purchase.

## Who do I contact if I have a question, query or complaint regarding my Anystore Gift Card?

To contact us please email: [info@anystoregiftcard.com.au](mailto:info@anystoregiftcard.com.au) or call 1300 785 505 and select option 1.