



## Gift Cards and Vouchers

In order to make the most of your gift cards and vouchers you should:

- Keep your gift card/vouchers safe and treat them like cash. If your gift card/voucher is lost or stolen, you lose your cash as the shop does not have to replace it.
- Make sure you are aware of the expiry date. The expiry date should be clearly displayed on the gift card/voucher and these can vary depending on the business.
- Always check to see if there are any associated terms and conditions with using the gift card/voucher.
- If you gave a gift card/voucher with a business which has gone into administration it may not be honoured. If an administrator is appointed you must register your claim with them but it can be very difficult to get the gift card or voucher redeemed. Sometimes the business may be bought over by another company who may decide to honour the gift card or voucher, but this will be at the new company's discretion. You might also like to check with the person who gave you the gift card/voucher if it was purchased using a credit or Visa card as such purchases have additional protection and a full refund may be provided by the card issuer.

