

## **Golden Square Gift Card Frequently Asked Questions**

### **Which stores DO NOT accept the Golden Square Gift Cards?**

CEX, Pound Bakery, Thomas Cook, TUI

### **What if I don't spend the entire value of my Gift Card in one transaction?**

With each purchase you make using your Gift Card, the value on the Card will reduce and you can continue using your Card. For example, if you receive a Gift Card loaded with £50 and make a £20 transaction, you will have £30 left to spend on other goods and services. Purchases above the balance of the Gift Card must be combined with another acceptable form of payment. This is at the discretion of the store. Golden Square is not responsible for the refusal of a participating store to perform a split transaction.

### **Can I add more money to my Gift Card?**

No. The Golden Square Gift Card can only be loaded with money once at the time of purchase.

### **What happens if my Golden Square Gift Card expires?**

Your Gift Card will automatically expire 12 months from date of purchase. Your 12 months start from the date when the Gift Card is purchased at the Customer Service Desk. The expiry date is written on the Gift Card wallet. After this date, the money on your Gift Card will no longer be available and you cannot use the Gift Card. You will lose all rights to the money. If you are passing the Gift Card on to a recipient please also ensure that they are aware of the Terms & Conditions, including the expiration date on their Gift Card as this date cannot be extended.

### **What happens if my card is lost or stolen?**

You are responsible for all transactions, including all unauthorised transactions that take place if the Card is lost or stolen. If your Card is lost, stolen, or damaged you should contact StoreFinancial (the programme manager) immediately on 0121 268 3210 (calls are charged at a local call rate). You will not be liable for any transactions after you have informed StoreFinancial of the lost or stolen card. A replacement Gift Card can be issued however the recipient or original purchaser must visit the Golden Square Customer Service Desk for a replacement Card and proof of ID must be shown. You may also be asked additional security questions in relation to the Gift Card. If a replacement Card is issued as a result of a lost, stolen or damaged Card a £2 administration fee will apply.

### **How do I check my balance?**

To find out the available balance, the purchase date / expiry date and transaction history of your Golden Square Gift Card, you can download a QR/bar code scanner app to your smart phone and scan the QR code on the back of the card. Or call the Gift Card Support Line on 0121 268 3210 (calls are charged at a local call rate). Alternatively go online at [www.getmybalance.com](http://www.getmybalance.com). Balance information is also printed on every purchase receipt and you can ask at our Customer Service Desk.

**What happens if I need to return or exchange a purchase made with my Golden Square Gift Card?**

When purchasing goods you will receive a receipt from the retailer in exactly the same way you do with your own Credit / Debit Card. Please ensure you keep this receipt as well as your Gift Card, even if there is a zero balance remaining. You will need to present your Golden Square Gift Card to the retailer for any returns however; any returns and exchanges will be governed by the policies of the retailer and applicable law. If the refund is credited back onto your Golden Square Gift Card, it can take up to 5 working days for the balance to be reinstated in line with the retailers refund policy.