

You can cancel a gift card value purchase anytime before the purchase is settled. Generally, this means within the same day of the purchase. Please check the transaction history in the Ferly App to determine if your transaction can be cancelled.

You are entitled to a refund of 85% of the gift card value purchased provided that the following conditions are met when requesting the refund:

- You hold 100% of the amount of merchant specific gift card value purchased by you using the Ferly App
- It is less than 60 calendar days from the purchase date

Please check the transaction history in the Ferly App to determine if your transaction qualifies for a refund.

REFUND POLICY FOR GOODS OR SERVICES PURCHASED WITH GIFT CARD VALUE

Refunds for goods or services purchased with gift card value are subject to the refund policy for the merchant from whom those goods or services were purchased. Return or refund requests must be handled directly with the merchant from whom those goods or services were purchased. Merchants that provide refunds will return gift card value to your Ferly App. Ferly is not responsible for the delivery, quality, safety, legality or any other aspects of goods or services that you purchase from participating merchants.