

Gift Card Overview

ABC Company gift cards provide a flexible and convenient gifting solution for our customers. Whether physical or digital, our gift cards are designed to offer a seamless purchasing experience while maintaining security and ease of use. This policy outlines everything you need to know about purchasing, using, and managing ABC Company gift cards.

Purchase and Activation

Gift cards can be purchased online or in any ABC Company retail location. Digital gift cards are delivered instantly via email, while physical gift cards are shipped with tracking information and typically arrive within 3-5 business days. All gift cards are automatically activated upon successful payment processing, allowing immediate use online or in-store. Bulk orders for corporate clients receive special handling and customization options.

Balance and Validity

Gift cards never expire and maintain their full value until completely used. Balance inquiries can be made online, through our mobile app, or by contacting customer service. For your security, we recommend registering your gift card on our website, which protects the balance in case of loss or theft. Balances can be checked anonymously using the card number and PIN, but registration provides additional security features.

Usage Guidelines and Restrictions

Gift cards can be used for any purchase on our platform, including sale items and promotional offers. They cannot be used to purchase additional gift cards or redeemed for cash unless required by law. Multiple gift cards can be combined for a single purchase, and gift cards can be used in conjunction with other payment methods. Any remaining balance stays on the card for future use.

Loss and Theft Protection

Registered gift cards are protected against loss, theft, or damage. If your registered gift card is lost or stolen, contact our customer service department immediately. Once reported, we'll freeze the remaining balance and issue a replacement card. Unregistered cards cannot be replaced if lost or stolen, so we strongly encourage registration for all gift cards.

Transfer and Resale

Gift cards are transferable and can be given as gifts to friends and family. However, we discourage purchasing gift cards from unauthorized resellers as we cannot guarantee their authenticity or remaining balance. ABC Company is not responsible for cards purchased through unauthorized channels. For your protection, only purchase gift cards directly from ABC Company or our authorized retailers.

Corporate Gift Card Program

Our corporate gift card program offers additional benefits for bulk purchases, including volume discounts, custom designs, and personalized messages. Corporate customers can access detailed reporting tools and dedicated support services. We provide flexible delivery options and can accommodate specific distribution requirements for large organizations.

Refunds and Disputes

Gift card purchases are generally non-refundable except where required by law. In cases of proven fraud or unauthorized use, our security team will investigate and take appropriate action to protect our customers. Disputes regarding gift card transactions are handled by our dedicated gift card support team, who can review transaction histories and resolve discrepancies.