



Terms of Purchase for E-Gift Cards and E-Gift Vouchers on VLINKPAY

Last Updated: July 01, 2024

Welcome to VLINKPAY! These Terms of Purchase ("Terms") govern your purchase of electronic gift cards ("E-Gift Cards") and electronic gift vouchers ("E-Gift Vouchers") through the VLINKPAY platform ("Platform"). By purchasing E-Gift Cards or E-Gift Vouchers through our Platform, you agree to be bound by these Terms.

1. General Information

- **Eligibility:** To purchase E-Gift Cards or E-Gift Vouchers on VLINKPAY, you must be at least 18 years old or the legal age of majority in your jurisdiction.
- **Platform Use:** Your use of the Platform is also governed by our Terms of Service and Privacy Policy. By purchasing E-Gift Cards or E-Gift Vouchers, you agree to comply with all applicable terms.

2. Purchasing E-Gift Cards and E-Gift Vouchers

- **Selection:** Browse and select the desired E-Gift Cards or E-Gift Vouchers from the available merchants on the Platform.
- **Customization:** Where applicable, customize the E-Gift Card or E-Gift Voucher with a personal message or design.
- **Payment:** Complete the purchase by providing payment information. All transactions are processed securely through our payment gateway.
- **Confirmation:** Upon successful payment, you will receive a confirmation email with the details of your purchase, including the E-Gift Card or E-Gift Voucher code.

3. Redemption

- **Usage:** E-Gift Cards and E-Gift Vouchers can be redeemed at participating merchants as specified in the terms of the individual E-Gift Card or E-Gift Voucher.
- **Redemption Method:** Follow the instructions provided by the merchant for redeeming the E-Gift Card or E-Gift Voucher, either online or in-store.

- **Validity:** Ensure you check the expiration date and any specific terms or conditions associated with the E-Gift Card or E-Gift Voucher. Some may have limited validity periods.

4. Refunds and Exchanges

- **Request Process:** Refunds and exchanges must be requested through the member's dashboard on the VLINKPAY Platform within 7 days of purchase.
- **Refund Fee:** A 3% processing fee will be deducted from the refund amount.
- **Exchange for Closed Merchants:** If a merchant closes their business, the amount of the E-Gift Card or E-Gift Voucher can be exchanged for another participating merchant through the member's dashboard.
- **No Refunds:** E-Gift Cards and E-Gift Vouchers purchased on VLINKPAY are generally non-refundable and non-exchangeable after 7 days, unless required by law.
- **Exceptions:** In the event of a problem with the E-Gift Card or E-Gift Voucher (e.g., invalid code, non-receipt), please contact our customer support for assistance.

5. Customer Support

- **Assistance:** For any issues or inquiries related to your purchase, you can reach our customer support team via email at [support@vlinkpay.com] or phone at [832-799-2784].
- **Resolution:** Our team is committed to resolving any issues promptly to ensure a positive experience.

6. Fraud Prevention

- **Security Measures:** We implement various security measures to protect against fraudulent transactions. However, you are responsible for safeguarding your E-Gift Card or E-Gift Voucher codes.
- **Reporting Fraud:** If you suspect any unauthorized or fraudulent activity related to your purchase, immediately contact our customer support.

7. Limitation of Liability

- **Disclaimer:** VLINKPAY provides E-Gift Cards and E-Gift Vouchers on an "as is" and "as available" basis. We make no warranties or representations, express or implied, regarding the merchantability, fitness for a particular purpose, or non-infringement of the E-Gift Cards or E-Gift Vouchers.
- **Liability:** To the fullest extent permitted by law, VLINKPAY shall not be liable for any direct, indirect, incidental, special, consequential, or punitive damages arising out of or in connection with your purchase or use of E-Gift Cards or E-Gift Vouchers.

8. Governing Law

These Terms shall be governed by and construed in accordance with the laws of [Your Jurisdiction], without regard to its conflict of law principles. Any disputes arising out of or in connection with these Terms shall be resolved in the courts of [Your Jurisdiction].

9. Amendments

VLINKPAY reserves the right to modify these Terms at any time. We will notify you of any material changes, and your continued use of the Platform constitutes acceptance of the modified Terms.

10. Contact Information

If you have any questions or concerns regarding these Terms or the VLINKPAY service, please contact us at:

- **Company Name:** VLINKPAY LLC
- **Address:** 5444 WESTHEIMER RD SUITE 1000 HOUSTON TX, 77056
- **Email:** support@vlinkpay.com
- **Phone Number:** 832-799-3583

By purchasing E-Gift Cards or E-Gift Vouchers on VLINKPAY, you acknowledge that you have read, understood, and agree to these Terms of Purchase. Thank you for choosing VLINKPAY for your gifting needs.