

Barbeques Galore (Aust) Pty Limited

CORPORATE GIFT CARDS – FAQ'S

Do I need to register to place a gift card order?

Yes. Before you can place an order with Barbeques Galore Corporate Sales you will need to register your business contact and company details. By registering your details, Barbeques Galore is able to provide a more efficient service to you and your business. This includes fast and efficient order processing, tracking the status of your gift card orders and recording negotiated commercials against your registered company details. If you are having any difficulty registering please contact the Corporate Team on 02 9735 4157 or via email corporate.sales@bbqgalore.com.au

How do I update my personal business contact and company information?

Personal business contact and company information details can be updated via our website at www.corporate.barbequesgaloregiftcards.com.au or you can contact the Corporate Sales Team on 02 9735 4157 or via email corporate.sales@bbqgalore.com.au

Are my personal business contact and company information details secure?

Safeguarding your personal business contact and company information is important to Barbeques Galore Corporate Sales. Barbeques Galore takes issues of privacy and security seriously. Please read the Barbeques Galore Corporate Privacy and Security Notice at www.corporate.barbequesgalore.com.au that outlines how Barbeques Galore collects, stores, protects and uses your personal business contact and company information in the provision of gift card services to you and your company.

How do I place a gift card order?

Once registered with Barbeques Galore Corporate Sales you can place your gift card orders by logging on to www.corporate.barbequesgaloregiftcards.com.au. If you are having any difficulties placing your gift card order please contact the Barbeques Galore Corporate Sales Team on 02 9735 4157.

Are there Gift Card Order Terms and Conditions?

Yes. The Gift Card Order Terms and Conditions contain important information regarding ordering gift cards from Barbeques Galore Corporate Sales. These Order Terms and Conditions are in addition to any terms and conditions that apply to the use of gift cards available through Barbeques Galore Corporate Sales and any specific ordering terms and conditions that apply. Please read the Barbeques Galore Corporate Sales Gift Card Terms and Conditions before you place an order.

Is there a minimum/maximum dollar amount that can be loaded on a gift card?

Yes. Gift cards available from Barbeques Galore Corporate Sales may have a variable load amount. The minimum amount loadable is \$20.00 and maximum load amount is \$4999.99 per individual gift card.

What is the minimum number of gift cards required for an order?

The minimum quantity of gift cards required for an order is one (1). There are additional fees and charges such as delivery fees that may apply regardless of the number of cards ordered or the total value of an order.

Will I get an order statement or tax invoice?

Yes. An order statement is generated at the time you place and submit your gift card order with Barbeques Galore Corporate Sales. The statement is e-mailed to you at the e-mail address you provided at time of registration. Once your order is processed you will receive a tax invoice via e-mail.

How do I check the status of my order?

You can check the status by logging on at www.corporate.barbequesgalore.com.au or you can contact the Barbeques Galore Corporate Sales Team on 02 9735 4157.

What delivery options are available and how much will delivery cost?

All deliveries are made by express post to your nominated address. A delivery fee may be charged dependent on circumstances.

Can I nominate another person and/or company to receive my gift card order?

Yes. You can order your gift cards and have the order delivered to any person and/or company nominated as the delivery recipient.

Can I pick up my Corporate Gift Card order at a nominated Barbeques Galore Store?

No, unfortunately all Corporate Gift Card ordered purchased online will need to be delivered to your nominated address.

When will I receive my gift card order?

Most gift cards will be delivered within 4-6 business days from date of payment however there are some exceptions.

What methods of payment can I use?

Barbeques Galore Corporate Sales offers flexible payment methods including direct deposit, cheque and credit card payments. Credit card payments include Visa, MasterCard, American Express and Diners Card.

What fees and charges are applicable to my gift card order?

In addition to the loaded value of the gift card(s) in your order, there may be other applicable fees and charges including delivery fee(s) per order.

Are gift cards secure?

Barbeques Galore Corporate Gift Cards are sent inactive. Before a gift card can be used the gift card order must be activated using a confidential "Bulk Activation Code". Once an order is activated, the cards must be treated like cash, as lost or stolen cards cannot be replaced or refunded.

Can I create a customised message for my Gift Card Presentation Folder/Carrier?

Yes, you can create a custom message that is up to 400 characters long (including spaces). The message you create will appear on all gift cards in an order.

Are there different gift card designs available?

Barbeques Galore offer one standard physical gift card design only and one digital gift card design.

Are there Gift Card Use Terms and Conditions?

Yes. There are gift card use terms and conditions for Barbeques Galore gift cards. You can find gift card use terms and conditions located at www.barbequesgalore.com.au. The gift card terms and conditions contain important information that should be read and understood before you order the gift card(s). Please take time to view the applicable terms and conditions.

Do gift cards ordered from Barbeques Galore Corporate Sales expire?

Yes. Barbeques Galore Gift cards expire 3 years from the order being placed.

Where can I redeem Barbeques Galore Gift Cards?

Barbeques Galore gift cards can be redeemed at any Barbeques Galore store across Australia and online via the Barbeques Galore website www.barbequesgalore.com.au. See <https://www.barbequesgalore.com.au/storefinder/> for store locations.

Can I reload gift cards?

No. Once a gift card has been loaded, the card's value cannot be increased.

What if a gift card is lost or stolen?

Once gift cards are activated they should be treated like cash as lost or stolen gift cards cannot be replaced or refunded.

What is a Digital Gift Card and how do I redeem a digital gift card?

A Digital Gift Card is a Barbeques Galore Gift Card that is delivered via an email. It works in the same way as plastic gift cards work today. You choose the amount and message. They'll receive your personalised email within a few hours. The recipient will need to print the Digital Gift Card to redeem in store.

How do I download my Barbeques Galore Digital Gift Card?

Open the email received from 'Barbeques Galore Digital Gift Cards' on your mobile device and click on the gift card link.

What is the Bulk Upload functionality?

Bulk upload functionality offers you the option to have your Barbeques Galore Gift Card order sent to multiple delivery addresses by uploading a file template with your nominated delivery addresses. This functionality can be used for both physical and digital gift cards.

Need more information?

For more information please contact the Barbeques Galore Corporate Sales Team on:

Phone: 02 9735 4157

Mail: Building A2, Campus Business Park, 350-374 Parramatta Road, Homebush, NSW, 2140

Email: corporate.sales@bbqgalore.com.au