

## **BONDS GIFT CARD CORPORATE SALES - FREQUENTLY ASKED QUESTIONS**

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

Yes. Before you can place an order with Bonds Corporate Sales you will need to register your business contact and company details. By registering your details, Bonds 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 or with other issues please contact the Corporate Sales Team on +61 412 418 678 or e-mail us at [bondscorporate@hanes.com](mailto:bondscorporate@hanes.com).

### **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 <https://corporategiftcards.bonds.com.au> or you can contact the Corporate Sales Team.

### **Are my personal business contact and company information details secure?**

Safeguarding your personal business contact and company information is important to Bonds Corporate Sales. Please read the Bonds Privacy Notice at [corporategiftcards.bonds.com.au](https://corporategiftcards.bonds.com.au) that outlines how Bonds 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 Bonds Corporate Sales you can place your gift card orders by logging on to <https://corporategiftcards.bonds.com.au> If you are having any difficulties placing your gift card order please contact the Bonds Corporate Sales Team.

### **Are there Terms and Conditions?**

Yes.

The Website Terms and Conditions apply to your use of the [corporategiftcards.bonds.com.au](https://corporategiftcards.bonds.com.au) website. The Gift Card Ordering Terms and Conditions contain important information regarding ordering gift cards from Bonds Corporate Sales.

The Gift Card Terms of Use apply to the use of gift cards purchased through this site. Gift Cards expire 3 years from the issue date unless otherwise agreed.

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

Yes. Gift cards available from Bonds Corporate Sales may have a variable load amount. The minimum amount loadable is \$20 and maximum load amount is \$500 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).

### **Are there different gift card designs available?**

Yes there are multiple Digital Gift Card designs.

### **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 Bonds 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 <https://corporategiftcards.bonds.com.au> or you can contact the Corporate Sales Team.

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

Digital Bonds Gift Cards will be emailed to your chosen email addresses. No delivery fee will apply. Physical Gift Cards cannot be purchased at this site. Please visit [Bonds.com.au](https://www.bonds.com.au) or one of our retail stores if you wish to buy a physical gift card.

### **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 Bonds Store?**

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

### **When will I receive my gift card order?**

Most gift cards will be delivered on the same business day as the date payment is received however there are some exceptions.

### **What methods of payment can I use?**

Bonds offers flexible payment methods including direct deposit and credit card payments. Credit card payments include Visa, MasterCard.

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

For our digital Gift Cards, delivery is free.

### **Are my credit card details saved?**

No, for security reasons we don't save any of your payment details which means you will have to enter them each time you place an order.

### **Can I create a customised message for my Gift Card?**

Yes, you can create a custom message that is up to 255 characters long (including spaces). The message you create will appear on all gift cards in an order.

### **Do gift cards ordered from Bonds Corporate Sales expire?**

Yes. Bonds Gift cards expire 3 years (36 months) from the order being placed. For other gift card Terms and Conditions visit [www.bonds.com.au/giftcards](https://www.bonds.com.au/giftcards)

### **Where can a recipient use their Bonds Gift Cards?**

Bonds gift cards can be redeemed online or at any Bonds store in Australia. See [www.bonds.com.au](http://www.bonds.com.au) 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?**

Gift cards 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 you redeem a digital gift card?**

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

### **How do you download Bonds Digital Gift Cards?**

Open the email received from 'Bonds Digital Gift Cards' and click on the gift card link. This will then open as a PDF attachment which can be printed to redeem in store.

### **What is the Bulk Upload functionality?**

Bulk upload functionality offers you the option to have your Bonds Gift Card order sent to multiple delivery addresses by uploading a file template with your nominated delivery addresses.

### **I'm not sure I've successfully submitted my order?**

When you have successfully submitted your order, you will receive a confirmation email. Upon payment you will also receive a Tax Invoice. If you don't receive an email be sure to check your spam folder first. Alternatively you can check orders placed on your Bonds Corporate account by going to 'My Orders'.

### **How can a recipient check their gift card balance?**

To check the amount remaining on a Gift Card, go to [www.bonds.com.au/giftcards](http://www.bonds.com.au/giftcards) and select Check My Gift Card Balance, or log in to your Bonds Account and select the Gift Card section. Alternatively, ring our Customer Service Team.