

Frequently Asked Questions

Can I exchange my Gift Card?

Unfortunately, you are unable to exchange your Gift Card as they are treated like cash.

Can I return or refund a Gift Card?

Unfortunately, you are unable to return or refund your Gift Card as they are treated like cash.

Can more value be added to a Gift Card?

No, once a Gift Card has been purchased, the value on it is unable to be increased.

What are the Gift Card Terms of Use?

The Gift Card Terms of Use set out all of the conditions governing the use of our Gift Cards. They contain important information that should be read and understood before you purchase or use a Gift Card. Please take time to view the complete set of terms and conditions on this website.

Where can the Gift Cards be used/redeemed?

The Dymocks Gift Card can be redeemed at any of our Dymocks stores across Australia and online at www.dymocks.com.au. Terms, Conditions and exclusions apply. Please read the Dymocks Gift Card Terms of Use for full details. Dymocks Gift Card Terms of Use are available on the Gift Card page of the Dymocks website.

Is there anything I can't use my Gift Card for?

Yes, there are some restrictions that apply. You are unable to use your Gift Card for store credit or purchasing gift cards. If you would like further information you can refer to the Gift Card Terms of Use for a complete list of product and service exclusions, or you are more than welcome to ask one of our staff in any Dymocks Store.

How many times can I use my Gift Card?

You are free to use this card for any amount (limited to the total value of the balance on the card) until the balance is zero. If you do make a purchase that exceeds the remaining balance on your Gift Card our stores do allow split payments.

Do Dymocks Gift Cards expire?

They do expire; our Dymocks Gift Cards issued before 29th March 2018 are valid for use for 12 months from the date of issue. Gift Cards issued after this date will have a 3 year validity.

My Gift Card is lost or stolen?

Once Gift Cards are activated, they should be treated like cash; any lost or stolen cards cannot be replaced or refunded.

My Gift Card has been damaged?

Physical Gift Card (over the counter)

If your physical Gift Card is damaged, you are able to take it into a Dymocks store and have it checked by one of our Team Members. The balance can be transferred to a new card.

Digital Gift Card

If your Digital Gift Card is damaged, simply download it again from the original link sent to you via email when your Digital Gift Card was delivered

How do I purchase a Dymocks Gift Card?

Dymocks Gift Cards can be purchased in any of our stores or online at www.dymocks.com.au

I am having difficulty placing an order online

Please note that you will need to have third party cookies enabled in your internet browser in order to complete an order.

This can be updated in the 'tools' tab of your internet browser, normally under the internet settings / privacy options. If you are still having difficulties placing an order, perhaps try ordering via another internet browser such as Google Chrome or Internet Explorer.

How will my Gift Card be presented?

In-store and Mailed Dymocks Gift Cards are sent out on a Gift Card backing card with the Terms and Conditions.

Emailed Gift Cards are sent directly to the email address nominated by you. The emailed Gift Cards can be printed at home to redeem in store.

Can I add a message to the Gift Card I bought online?

Yes, you can create a custom message up to 400 characters (including spaces). The message you create will appear on all Gift Cards in an order. For mailed gift cards the message will be printed on the greeting card carrier. For emailed Gift Cards the message will be displayed on the Digital Gift Card.

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

Dymocks gives you the option to Mail a Gift Card or Email a Gift Card or both! All mailed deliveries are made via courier to the nominated delivery address at a cost of \$9.95. No delivery fee will apply where Gift Cards are delivered by email.

What are the steps to placing an order online?**1. SELECT GIFT CARD**

a. Select the Gift Card design (digital or physical), number of cards and value per card and click 'Add to cart'. Please note if you wish to nominate more than one delivery address you will need to add separate items to the cart.

b. Repeat step 1 until you have added the required number of Gift Cards. Once complete select 'Checkout'.

2. ENTER YOUR DETAILS

a. Enter your details; First name, Surname, email, Phone, Address, suburb, state, country and postcode are required fields.

3. ENTER YOUR MESSAGE

a. Should you wish to add a custom message to your card carrier/s (up to 400 characters (including spaces) complete the required fields. The message you create will appear on all Gift Card carriers in an order. If you do not wish to add a message simply leave blank.

b. Select Next.

4. ENTER RECIPIENT DETAILS

a. Enter the delivery details and name of the recipient. Please specify if you wish to send all items to the same address or specify items that you wish to send in each package. Please note a delivery fee is applicable to each nominated delivery address.

b. Repeat the above step for each package

5. CONFIRM & PAYMENT

a. Review details of your order. If you would like to make any amendments select the 'Previous' button, or if the details are correct click on 'Perform Payment'.

b. Enter your payment details and select Continue to perform payment or cancel to cancel your order. Payment can be made using your Direct Deposit, MasterCard, Visa or American Express.

c. If your payment was unsuccessful select 'Attempt Payment Again' to enter the payment details.

d. Once payment has been processed you will receive a confirmation message and an order number. Please record this order number for further enquires or select 'print page' for your reference. Please note that a Gift Card Order Confirmation will be sent to the email address provided. Once you have completed your payment you can click on 'go to Dymocks.com.au' to return to the Dymocks website or simply close the page.

Can I cancel my Gift Card order if I order online?

Unfortunately, once an order is submitted online, it is unable to be cancelled.

Is it secure to enter my credit card details when ordering Gift Cards online?

Your information and online credit card transactions are transmitted through a secure server using Secure Socket Layering (SSL), encryption technology. You can identify this by looking at the URL address "https," the "s" indicates you are in a secure area employing SSL. Your browser may also give you a pop-up message that you're about to enter a secure area.

Can I order Gift Cards from outside Australia?

We do accept orders globally through our website, however Gift Cards will only be delivered to Australian business and residential street addresses in Australian currency.

Can I send Gift Cards to more than one address when ordering Gift Cards online?

Yes, you can specify multiple delivery addresses via singular or bulk upload ordering. You will need to specify the items for each delivery package during the ordering process.

What delivery options are available if I purchase online and how much will delivery cost?

Gift Cards will be dispatched to your nominated delivery address(es) as specified in your Order. Delivery for mailed Gift Cards may take up to 7 Business Days from the date of payment confirmation. Delivery of emailed Gift Cards may take up to 24 hours from the time of payment.

Can I nominate another person to receive my Gift Card order when ordering Gift Cards online?

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

What is a Digital Gift Card?

A Digital Gift Card is a Dymocks 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 can print the Digital Gift Card Gift Card to redeem in store.