

JB Hi-Fi Gift Card Corporate Sales FAQs

Registering Your Business

Do I need to register to place an order?

Yes. Before you can place an order with JB Hi-Fi Solutions Sales you will need to register your business contact and company details. By registering your details, JB Hi-Fi 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 Solutions against your registered company details. If you are having any difficulty registering, please contact the Solutions Team on 09 815 4699.

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.jbhifi.co.nz/> or you can contact the Solutions Sales Team on +64 (0) 9 815 4699 or by email at giftcardsnz@jbhifi.co.nz

Are my personal business contact and company information details secure?

Safeguarding your personal information is important to JB Hi-Fi. JB Hi-Fi takes issues of privacy and the security of your personal information seriously. Our Privacy Statement outlines how JB Hi-Fi collects, stores, protects and uses your personal information.

Placing Gift Card Orders

How do I place an order?

Once registered with JB Hi-Fi Corporate Gift Cards you can place your gift card orders by logging on to JB Hi-Fi Solutions Sales at <https://corporategiftcards.jbhifi.co.nz/>. If you are having any difficulties placing your gift card order, please contact the JB Hi-Fi Solutions Sales Team on +64 (0) 9 815 4699.

I am having difficulty placing an order online

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

Card Types

What type of gift cards can I purchase?

JB Hi-Fi Gift Cards are available in physical and digital format.

Physical Gift Cards

Physical Gift Cards (printed, plastic cards) will be delivered to you. Physical Gift Cards are sent via Courier. Physical Gift Cards are sent Not-Activated for security.

Digital Gift Cards

Digital Gift Cards (a printable pdf accessible via a URL) are emailed to you). Digital Gift Cards are sent already activated.

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

Yes. JB Hi-Fi gift cards may have a variable load amount. The minimum amount loadable is \$10 and maximum load amount is \$1,000 per individual gift card. Any values over \$1000 please contact JB Hi-Fi Solutions Team on +64 (0) 9 815 4699 or email giftcardsnz@jbhifi.co.nz

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 JB Hi-Fi gift cards in an order.

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 no maximum limits of Gift Cards per order.

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

JB Hi-Fi Solutions Sales offers payment via direct deposit and JB Hi-Fi may allow certain customers to pay for orders via their account.

Will I get an order statement or tax invoice?

Yes. An order statement is generated and emailed to you at the email address you provided at time of registration. Once your order is processed you will also receive a tax invoice via email.

Can I pay for a gift card with a gift card?

Gift Cards cannot be paid for with a store credit, voucher, gift card or eGift card.

Delivery**What delivery options are available and how much will delivery cost?**Physical Gift Cards

Bulk orders for Physical Gift Cards are sent with Toll courier to your nominated address. A delivery fee of \$9.95 per specified delivery address applies to orders of physical Gift Cards. The delivery can be tracked via consignment number and must be signed for on delivery.

Digital Gift Cards

Digital Gift Cards are sent via email. There is no delivery fee.

If you order up to ten (10) digital gift cards, you will receive the URLs (digital gift cards) in the body of the email.

If you order eleven (11) or more digital gift cards, you will receive a CSV file with the URLs. You can then distribute the individual URLs to the recipients.

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

Yes. You can order your gift cards and nominate any person and/or company to receive the delivery (in the case of physical gift cards) or email (in the case of digital gift cards).

When will I receive my gift card order?

Physical Gift Cards will be delivered within 5-10 business days from date of payment (or date of order, if JB Hi-Fi allows you to pay on account).

Digital Gift Cards will be fulfilled within 1-3 business days from the time of payment (or date of order, if JB Hi-Fi allows you to pay on account).

I have ordered some physical gift cards. Can I pick up my order at a nominated JB Hi-Fi Store?

No, unfortunately all physical Gift Cards ordered online will need to be delivered to your nominated address.

Activation Process

Physical Gift Cards

Physical Gift Cards are sent inactive for security. Before a physical gift card can be used the gift card order must be activated using a confidential "Bulk Activation Code". You will receive an activation email, please hold onto this and do not activate the cards until they have arrived.

Once an order is activated, physical Gift Cards must be treated like cash, as lost or stolen physical Gift Cards cannot be replaced or refunded.

Digital Gift Cards

Digital Gift Cards do not require activation. Digital Gift Cards are sent via email to your nominated email address.

It is important that you ensure that your nominated email address is secure from any unauthorised access - if an unauthorised person does access your nominated email address, they will be able to use the digital Gift Cards, and no replacements or refunds will be available if this occurs.

Terms & Conditions

Are there Gift Card Ordering Terms and Conditions?

Yes. The Gift Card Order Terms and Conditions (available at <https://corporategiftcards.jbhifi.co.nz/>) contain important information regarding ordering gift cards from JB Hi-Fi Solutions Sales. These Gift Card Ordering Terms and Conditions are in addition to any terms and conditions that apply to the use of gift cards available through JB Hi-Fi Solutions Sales and any specific ordering terms and conditions that apply. Please read the Gift Card Ordering Terms and Conditions before you place an order.

Do gift cards ordered from JB Hi-Fi Solutions Sales expire?

No, JB Hi-Fi Gift Cards do not expire.

Are there Gift Card Use Terms and Conditions?

Yes. There are gift card terms and conditions which govern the use of JB Hi-Fi gift cards (whether in physical or digital form). You can find these gift card terms and conditions at <https://corporategiftcards.jbhifi.co.nz>

Where can I redeem JB Hi-Fi gift cards?

JB Hi-Fi gift cards can be redeemed at any JB Hi-Fi store across New Zealand or online at <http://shop.jbhifi.co.nz/>. Please note that some conditions and exclusions may apply (please refer to the gift card terms and conditions viewable at <https://corporategiftcards.jbhifi.co.nz>)

Can I reload JB Hi-Fi gift cards?

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

What if a gift card is lost or stolen?

JB Hi-Fi gift cards should be treated like cash as lost or stolen gift cards cannot be replaced or refunded