

## San Churro Gift Cards - FAQs

### 1. Do I need to register to place a Gift Cards order?

Yes. Before you can place an order with San Churro Corporate Sales you will need to register your business contact and company details. By registering your details, San Churro 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 Cards orders and recording negotiated commercials against your registered company details. If you are having any difficulty registering please contact the Corporate Team on 1300 554 268.

### 2. 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.corporategiftcards.sanchurro.com.au](http://www.corporategiftcards.sanchurro.com.au) or you can contact the Corporate Sales Team on 1300 554 268 or e-mailing us at [giftcards@sanchurro.com](mailto:giftcards@sanchurro.com)

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

Safeguarding your personal business contact and company information is important to San Churro Corporate Sales. San Churro takes issues of privacy and security seriously. Please read the San Churro Corporate Privacy and Security Notice that outlines how San Churro collects, stores, protects and uses your personal business contact and company information in the provision of Gift Cards services to you and your company.

### 4. How do I place a Gift Cards order?

Once registered with San Churro Corporate Sales you can place your Gift Card orders by logging on to [www.corporategiftcards.sanchurro.com.au](http://www.corporategiftcards.sanchurro.com.au). If you are having any difficulties placing your Gift Card order please contact the San Churro Corporate Sales Team on 1300 554 268.

### 5. Are there Gift Cards Order Terms and Conditions?

Yes. The Gift Card Order Terms and Conditions contain important information regarding ordering Gift Cards from San Churro 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 San Churro Corporate Sales and any specific ordering terms and conditions that apply. Please read the San Churro Corporate Sales Gift Card Terms and Conditions before you place an order.

### 6. Is there a minimum/maximum dollar amount that can be loaded on a Gift Cards?

Yes. Gift Cards available from San Churro Corporate Sales may have a variable load amount. The minimum amount loadable is \$20 and maximum load amount is \$250 per individual Gift Cards.

### 7. 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.

### 8. Are there different Gift Cards designs available?

No. San Churro offers a standard Gift Card design only.

### 9. Are there Gift Cards Use Terms and Conditions?

Yes. There are Gift Card use terms and conditions for San Churro Gift Cards. You can find the Gift Card Use Terms and Conditions located at [www.sanchurro.com](http://www.sanchurro.com) and follow the links to the Gift Card website. The Gift Card terms and conditions contain important information that should be read and understood before you order the Gift Cards(s). Please take time to view the applicable terms and conditions.

### 10. Do Gift Cards ordered from San Churro Corporate Sales expire?

Yes. San Churro Gift Cards expire 3 years from the order being placed. For other Gift Cards Terms and Conditions visit [www.sanchurro.com](http://www.sanchurro.com) and follow the links to the Gift Cards website.

### 11. Where can I redeem San Churro Gift Cards?

San Churro Gift Cards can be redeemed at any San Churro store across Australia. See <http://www.sanchurro.com/store-locations> for store locations.

### 12. Can I reload Gift Cards?

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

### 13. 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.

### 14. What is a Digital Gift Cards and do I redeem a digital Gift Cards?

A Digital Gift Cards is a San Churro 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 and the personalised email will be delivered in 24 hours a few hours. The digital Gift Card can be printed or downloaded via mobile device and redeemed in store.

**15. How do I download my San Churro Digital Gift Card?**

Open the email received from 'San Churro Digital Gift Cards' on your mobile device and click on the Gift Card link.

**16. What is the Bulk Upload functionality?**

Bulk upload functionality offers you the option to have your San Churro 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.

**17. 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 San Churro 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.

**18. How do I check the status of my order?**

You can check the status by logging on at [www.corporategiftcards.sanchurro.com.au](http://www.corporategiftcards.sanchurro.com.au) or you can contact the San Churro Corporate Sales Team on 1300 554 268.

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

All deliveries are made by courier to your nominated address. A delivery fee of \$14.95 per specified delivery address applies to San Churro Corporate Gift Card orders.

**20. Can I nominate another person and/or company to receive my Gift Cards order?**

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

**21. Can I pick up my Corporate Gift Card order at a nominated San Churro Store?**

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

**22. When will I receive my Gift Cards order?**

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

**23. What methods of payment can I use?**

San Churro Corporate Sales offers flexible payment methods including direct deposit and credit card payments. Credit card payments include MasterCard and Visa.

**24. What fees and charges are applicable to my Gift Cards order?**

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

**25. Are Gift Cards secure?**

San Churro Corporate Gift Cards are sent inactive. Before a Gift Cards can be used the Gift Cards 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.

**27. Can I create a customised message for my Gift Cards 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.

**28. Need more information?**

For more information please contact the San Churro Corporate Sales Team on:

Phone: 1300 554 268

Mail: Suite 1, 1<sup>st</sup> Floor, 281 Brunswick Street, Fitzroy VIC 3065

Email: [giftcards@sanchurro.com](mailto:giftcards@sanchurro.com)