

1. Who is Vii Corporate Gift Card Service?

Vii Corporate Gift Card Services is Australia's dedicated, independent corporate Gift Card service. Vii Corporate provides the Vii Corporate Gift Card Service and associated services to you and your organisation in a service agency capacity acting on behalf of various organisations that own and manage Gift Card and stored value programs. Vii Corporate is a provider of Gift Card sales and marketing, ordering, payment and fulfilment services. Vii Corporate is a division Vii Pty Limited (ABN 83 619 963 263).

2. Do I need to register to place a Gift Card order?

Yes. Before you can place an order with Vii Corporate Gift Card Services you will need to register your personal business contact and company information. By registering your details Vii Corporate 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, recording negotiated commercials against your registered company details and notifying you regarding new products and services. Vii Corporate can also inform you of any changes to the Gift Card service. If you are having any difficulty registering please contact the Vii Corporate Team on 1300 554 268.

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

Personal business contact and company information details can be updated by using the Vii Corporate Gift Card Services customer registration and change of details form. You can request a form by contacting the Vii Corporate Team on 1300 554 268 or e-mailing us at viicorporate@vii.com.au. Instructions on how to complete and submit your customer registration and change of details information are contained on the form.

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

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

5. How do I place a Gift Card order?

Once registered with Vii Corporate Gift Card Services you can place your Gift Card orders by logging on to the Vii Corporate Gift Card Service at www.giftcardrewards.com.au. All Vii Corporate Gift Card Orders are placed through the Vii Corporate ordering interface. If you are having any difficulties placing your Gift Card order please contact the Vii Corporate Team on 1300 554 268.

6. Are there Gift Card Order Terms and Conditions?

Yes. The Gift Card Order Terms and Conditions contain important information regarding ordering Gift Cards from Vii Corporate Gift Card Services. These Order Terms and Conditions are in addition to any terms and conditions that apply to the use of Gift Cards available through the Vii Corporate Gift Card Service and any specific ordering terms and conditions that apply to the Gift Cards from the providers, owners and managers of the available Gift

Cards. Please read the Vii Corporate Gift Card Order Terms and Conditions before you place an order.

7. Can I change or cancel my Gift Card order?

Vii Corporate provides the Vii Corporate Gift Card Service and associated services to you and your organisation in a service agency capacity acting on behalf of various organisations that own and manage Gift Card and stored value programs. Each Vii Corporate Gift Card Partner has different policies and procedures regarding change and/or cancellation of an order. In the event that you want to change or cancel an order please refer to the terms and conditions related to the specific Gift Card(s) you have ordered that can be found on the Gift Card information pages at www.giftcardrewards.com.au. You may also contact the Vii Corporate Team on 1300 554 268. Please note that cancellation fees and charges may apply. Part orders cannot be cancelled. The Ultimate Gift Card cannot be exchanged for another denomination of Gift Card or tender. The Ultimate Gift Card cannot be refunded or returned. Delivery fees are non-refundable.

8. Is there a minimum/maximum dollar amount that can be loaded on a Gift Card?

Yes. Each Gift Card available from Vii Corporate Gift Card Services may have a variable or fixed load amount. Fixed load amounts are clearly indicated for each Gift Card e.g. \$25 or \$50. Variable load amounts have minimum and maximum load amounts. You can find details for each Gift Card including available load amounts on the Gift Card information pages at www.giftcardrewards.com.au.

9. 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 issuance and delivery fees that may apply regardless of the number of cards ordered or the total value of an order.

10. 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 Vii Corporate Gift Card Services. 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(s). You will receive a tax invoice(s) from Vii Corporate and/or the relevant Vii Corporate Gift Card Partner as determined by the composition of your Gift Card order.

11. How do I check the status of my order?

You can contact the Vii Corporate Team on 1300 554 268 to check the status of your Gift Card order.

12. Are commercial discounts available on Gift Card orders?

Commercial discounts on Gift Card orders maybe applicable in some instances. For specific questions about your business, programs and potential discounts, please contact the Vii Corporate Team on 1300 554 268.

13. What delivery options are available and how much will delivery cost?
All deliveries are made by courier or in some cases express post. Various delivery fees are associated with Gift Cards available from Vii Corporate Gift Card Services. You can find delivery fee details for each Gift Card on the Gift Card information pages located at www.giftcardrewards.com.au.
14. 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.
15. When will I receive my Gift Card order?
The time taken to deliver Gift Card orders depends on the composition of your Gift Card order and the relevant Vii Corporate Gift Card Partner. Most Gift Cards will be delivered within 4-6 business days from date of payment however there are some exceptions. You should check the specific Gift Card terms and conditions on the Gift Card information pages located at www.giftcardrewards.com.au or contact the Vii Corporate Team on 1300 554 268 to check general delivery time frames.
16. Are all Gift Cards in my order packaged and delivered together?
Vii Corporate Gift Card Services acts in an agency capacity on behalf of various organisations that own and manage Gift Card and stored value programs. As such you may receive a number of separate deliveries to make up your Gift Card order as determined by the composition of your Gift Card order and the relevant Vii Corporate Gift Card Partner.
17. Can I order Gift Cards from outside Australia?
Yes, Vii Corporate Gift Card Services accepts orders from outside of Australia however Vii Corporate Gift Card Services and relevant Vii Corporate Gift Card Partners will only deliver to Australian business and residential street addresses.
18. Does my Gift Card order have to be delivered to a residential or business address?
Gift Card orders are delivered by courier to their location. In the case of courier deliveries, for security reasons and proof of delivery we require a signature from the person receiving the order. This is why Gift Card orders are not sent through the mail to P.O. Boxes. In some instances Gift Card orders may be delivered by Express Post to residential or business addresses.
19. What methods of payment can I use?
Vii Corporate Gift Card Services offers flexible payment methods including direct deposit, cheque and credit card payments. Credit card payments include Visa, MasterCard and American Express.
20. 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, issuance fee(s) per Gift Card and bank charges for credit card payment.

21. What Gift Cards can I order from Vii Corporate Gift Card Services?

For a full list of available Gift Cards go to the relevant Gift Card information page located at www.giftcardrewards.com.au.

22. Are there different Gift Card designs available?

To view available Gift Card designs go to the relevant Gift Card information pages located at www.giftcardrewards.com.au. Once registered as a Vii Corporate Customer you will also be able to view all available Gift Card designs when placing an order.

23. Do Gift Cards ordered from Vii Corporate Gift Card Services expire?

Yes. Gift Cards ordered through Vii Corporate have applicable expiry dates. Expiry dates vary by Gift Card. You can view information on expiry dates at the relevant Gift Card information pages located at www.giftcardrewards.com.au.

24. Where are the Gift Cards in my order able to be redeemed?

This depends on what Gift Cards you have selected in your order. You can find out where Gift Cards can be redeemed on the relevant Gift Card information pages located at www.giftcardrewards.com.au. Please note that some conditions and exclusions may apply.

25. Are there Gift Card Use Terms and Conditions?

Yes. There are Gift Card use terms and conditions for all Gift Cards available through Vii Corporate Gift Card Services. You can find Gift Card use terms and conditions for each Gift Card on the Gift Card information pages located at www.giftcardrewards.com.au. The Gift Card use 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.

26. Can I reload Gift Cards?

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

27. What if a Gift Card is lost or stolen?

Once Gift Cards are delivered/activated they should be treated like cash as lost or stolen Gift Cards cannot be replaced or refunded.