



## THE DAVID JONES GIFT CARD

### FREQUENTLY ASKED QUESTIONS

#### Purchasing Gift Cards

##### Where can I purchase a David Jones Gift Card?

There are 3 convenient ways to purchase David Jones Gift Cards:

1. **David Jones Stores** – David Jones Classic, Contemporary and Seasons Greetings Gift Cards are conveniently located at all registers in David Jones Store throughout Australia. Simply select a card and nominate the value you wish to have loaded on the card. Premium Gift Cards are available for purchase at customer service desks.
2. **Online** – If you're unable to come in store, you can conveniently purchase your David Jones Gift Cards online. David Jones Classic, Premium and Christmas Gift Cards are available online. Visit our website at <http://www2.davidjones.com.au/shop-online/gift-cards.jsp> to purchase gift cards online.
3. **Corporate Services** – Our Corporate Services department assists companies wishing to make bulk purchases of Gift Cards for incentives, loyalty programs or rewards. For further information please contact Corporate Services on 1300 301 906 Monday to Friday 9am – 5pm or email [corporate.services@davidjones.com.au](mailto:corporate.services@davidjones.com.au).

##### How do I enquire about my online Gift Card order?

All online Gift Card purchase enquiries should be directed to David Jones Customer Relations on 1800 354 663, Monday to Friday between 9am – 6pm (AEST) or via email at [contactus@davidjones.com.au](mailto:contactus@davidjones.com.au). All overseas customers, should call +612 9266 5544 and ask to be directed to Customer Relations.

##### Can I purchase a Gift Card over the phone?

David Jones Gift Cards can only be purchased in store, online or through Corporate Services, and cannot be purchased over the phone.

##### What payment options are available when purchasing a Gift Card?

1. **David Jones stores** - Gift Cards can be purchased with cash, cheque, EFTPOS, your David Jones Store Card or any other third party credit card accepted by David Jones including David Jones Gift Vouchers, Gift Tokens and David Jones Gift Cards.
2. **Online** – Gift Cards can be purchased using your David Jones American Express Card, David Jones Store Card, or any third party credit card (VISA, Mastercard, American Express, Diners Club, JCB)
3. **Corporate Services** - Companies purchasing Gift Cards through Corporate Services can pay by EFT, cheque, or any third party credit card.

##### What amounts can I purchase the Gift Card for?

1. **David Jones Stores** - The Classic, Contemporary, and Christmas Gift Card can be purchased for any nominated amount between \$5 and \$1,000. The David Jones Premium Gift Card\* can be purchased for any nominated amount between \$5 and \$4999.
2. **Online** – David Jones Classic and Christmas Gift Card can be purchased online in the following denominations \$50, \$100, \$150, \$200 and \$250 and \$500. Premium Gift Cards\* can be purchased in the following denominations \$100, \$150, \$200, \$250 and \$500. Additional charges apply for delivery via Australia Post.
3. **Corporate Services** - The Classic and Christmas Gift Card can be purchased for any nominated amount between \$5 and \$5,000. The David Jones Premium Gift Card\* can be purchased for any nominated amount between \$5 and \$99,999. All Corporate orders require delivery via courier and incur a delivery fee.

\* David Jones Premium Gift Card packaging cost's \$4.95 each.

## Using Your Gift Cards

### Where can I use the Gift Card?

You can redeem David Jones Gift Cards for any merchandise or services at any David Jones store throughout Australia. David Jones Gift Cards cannot be used to pay any David Jones branded credit card accounts or other credit card accounts.

### Can I return any items that were purchased using the Gift Card?

Yes, our normal store return policies apply. Just present your register receipt at any David Jones register.

## Balance and Enquiries

### When will my Gift Card expire?

The Gift Card will expire two years from the date of purchase. The expiry date is printed on the register receipt every time you use the Gift Card. In addition, you can request the card's expiry date at any register or at the Customer Service Centre in any David Jones store.

### Why does the card have an expiry date?

It is a standard accepted business practice that Gift Cards have an expiry date.

### How do I know how much I have left to spend on the Gift Card?

The balance is printed on the register receipt, which is printed every time you use the Gift Card. In addition, you can find out the card's balance at any register or at the Customer Service Centre in any David Jones store.

### Can I get my balance by phoning David Jones or by visiting the web site?

Not at this stage. The balance is available at all registers in all stores.

## Terms and Conditions

### What if I lose my Gift Card?

The customer is responsible for the safe keeping of their Gift Card at all times. Unfortunately if the card is lost or stolen David Jones is unable to cancel or replace the Gift Card.

### I do not have my card, but I have the receipt, which shows the balance. I want to spend the balance. What can I do?

Unfortunately you must present the Gift Card in order to make a purchase or obtain a balance.

### Can I return my Gift Card or exchange it for cash?

Gift Cards cannot be returned or exchanged for cash. The Gift Card is tender that can only be used in David Jones stores.

### Can I use my Gift Card for David Jones store card payments?

David Jones Gift Cards cannot be used to pay any David Jones branded credit card accounts or other credit card accounts.

### Can I use more than one Gift Card in one purchase?

Yes, you can use more than one Gift Card for a purchase or you can use any combination of Gift Cards, and other tender accepted at the register.

### Can I add more money onto the Gift Card?

No, additional money cannot be added onto a Gift Card. However you can use your current Gift Card to purchase another Gift Card of the same or different value.

## Gift Voucher and Gift Tokens

### What happens to my existing unredeemed Gift Vouchers and Gift Tokens?

You will always be able to spend old Gift Vouchers and Gift Tokens in David Jones stores and they have not expiry date.

### Can I use my Gift Vouchers or Gift Tokens to purchase a Gift Card?

Yes, you may use your Gift Vouchers or Gift Tokens to purchase a Gift Card.

### Can I still purchase Gift Tokens or Gift Vouchers if I prefer?

Gift Tokens and Gift Vouchers are no longer sold in David Jones Stores, however Gift Cards are available as a more flexible alternative.