

## QV MELBOURNE | GIFT CARDS

### TERMS & CONDITIONS

#### Where to buy the QV MELBOURNE Gift Card

Click the 'Buy Now' button on this page to make your purchase online.

You can congratulate the recipient with a heart-warming personal message. Please note that an administration, postage and handling fee applies upon issue of each QV MELBOURNE Gift Card.

#### How to use the QV MELBOURNE Gift Card

1. Take your QV MELBOURNE Gift Card to any participating store at QV MELBOURNE. Please note that the QV MELBOURNE Gift Card is redeemable in all stores that accept EFTPOS.
2. Simply swipe the QV MELBOURNE Gift Card, then select 'Savings' on the EFTPOS terminal. The purchase amount must be equal to or less than the balance on the gift card.
3. Enter the PIN number on the back of the gift card and press OK.
4. The QV MELBOURNE Gift Card is valid for a period of 36 months from the issue date, and must be redeemed before the date of expiry.
5. Check your QV MELBOURNE Gift Card balance and transaction history by visiting [www.egivv.com](http://www.egivv.com) or calling Customer Care on 1300 764 721.
6. Any QV MELBOURNE Gift Card that is damaged or faulty at time of issue will be replaced at no extra cost; please call Customer Care on 1300 764 721 for assistance.

Please be aware of the QV MELBOURNE Gift Card's remaining balance before making a purchase – if the total cost of items purchased is greater than the balance of the card, you will be required to make up the difference with another payment method.

#### Terms of Use

- The QV MELBOURNE Gift Card is redeemable for merchandise or services at all QV MELBOURNE stores where EFTPOS is available. Check online at [www.qv.com.au](http://www.qv.com.au) for any excluded stores.
- The QV MELBOURNE Gift Card may be purchased in various denominations from \$5 to \$250. Funds may take up to 48 hours to be activated on your gift card.
- Administration Fees: a \$2.50 (GST inclusive) fee applies upon the issuance of each QV MELBOURNE Gift Card using card payments, as well as a postage and handling fee.
- The QV MELBOURNE Gift Card is not redeemable for cash and cannot be used for the payment of credit or retailer accounts, nor used at ATMs to withdraw cash.
- Individual QV MELBOURNE retailers are not required to accept the QV MELBOURNE Gift Card for any purchase under the value of \$10.

- The QV MELBOURNE Gift Card will be void and cannot be redeemed after the date of expiry. Once expired, the QV MELBOURNE Gift Card cannot be reloaded.
- The QV MELBOURNE Gift Card is partially redeemable. It is up to the cardholder to use the full value before the date of expiry. Cash change will not be given for any unused balance.
- Any unused balance on expiry of the QV MELBOURNE Gift Card will not be refunded or credited.
- Where the cost of any purchase exceeds the available card balance, the cardholder will be required to make up the difference with another payment method.
- The cardholder is liable for all transactions on the gift card, except to the extent to which there has been fraud or negligence by QV Melbourne, or any of our employees. Other than this, defaced, mutilated, altered, lost or stolen cards will not be replaced, refunded or redeemed.
- You can check your card balance at any time by visiting [www.egivv.com](http://www.egivv.com) or calling 1300 764 721.
- QV Melbourne reserves the right to change any of the terms contained in these Terms of Use at any time. Changes to the Terms of Use will be available on the QV MELBOURNE website [www.qv.com.au](http://www.qv.com.au). To the maximum extent permitted by law, QV MELBOURNE disclaims all liability, costs, loss, expenses, damages or claim, whether in contract, tort (including negligence), indemnity, statute or law, arising from or in connection with the cardholder's use or purported use of the QV MELBOURNE Gift Card.

Call 1300 764 721 if you have any reason to believe that an error has occurred in relation to your QV MELBOURNE Gift Card. All queries and customer complaints will be responded to within a minimum period of three to five business days.