

VISA Gift Card - FAQs

Where can I use my Visa Gift Card?

The Visa Gift Card can be used at any retail outlet where Visa is accepted, also online & over the phone. Some retailers may choose not to accept this gift card, so check with the retailer first.

How do I use my Visa Gift Card online?

You can use your card for online purchases by entering the card number, expiry date and the 3-digit code (CVV) found on the back of the card. Occasionally websites will ask for the name on the card, in these instances simply insert "Gift Card" in the field provided. Should the value of an item you are purchasing online exceed the value remaining on your card, your payment may not be accepted, and you will need to contact the merchant to confirm how the amount can be settled.

How do I activate my Visa Gift Card?

You don't have to! Your card is already activated and ready to use, just remember to sign the back of the card immediately after receiving it.

Can I add more money to my Visa Gift Card?

No, this Visa Gift Card is not reloadable, and it has no ATM or PIN functionality.

Can change be given on Visa Gift Card transactions?

No, the card is only used for payments through an eftpos terminal, online or over the phone and can be used until the balance reaches zero or expires.

How long can I use the Visa Gift Card?

Your Gift Card expires on the date printed on the front of the card or when the remaining value reaches \$0. When the Visa Gift Card expires, the card account will be closed, and any unused balance will be forfeited. When the balance reaches zero, or it expires, the card should be destroyed by cutting it diagonally in half.

Is my Visa Gift Card balance updated automatically?

Yes, each time you use your card and the purchase is approved, the amount is automatically deducted from the card balance. If a transaction is declined because the balance is insufficient for the purchase, no funds will be deducted from the card.

How do I check my Visa Gift Card balance?

Visit <https://giftcards.indue.com.au/VisaC4all/> and enter your card number and personal identification number (PIN), the PIN is located on the rear side of the gift card under a scratch panel. You will be able to view your transactions and remaining balance.

What happens if my Visa Gift Card is damaged, lost or stolen?

You should keep your Visa Gift Card secure. It will not be replaced if lost or stolen. Please see full terms and conditions at <https://cards4all.com.au/visa-gift-card-terms-conditions/>. If the card or magnetic stripe becomes damaged, call us and arrange to return the card. We will cancel the damaged card and send you a new card, holding your remaining balance.

Are there any terms and conditions that apply to the Visa Gift Card?

Yes, a brief summary of terms and conditions are printed on the back of your card. Conditions apply, see website for details. Full terms and conditions can be viewed <https://cards4all.com.au/visa-gift-card-terms-conditions/>.

If you have a problem, complaint or suggestion about your card, please contact us. Alternately to inform us of a complaint please fill in this complaint form: Customer Complaint Form.

The Cards4all Visa Gift Card is issued by Indue Ltd ABN 97 087 822 464 (Head Office located in Brisbane). Cards4all Pty Ltd ABN 99 118 809 886 is an agent of Indue.

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