

Frequently Asked Questions

Conditions vary between gift card programs. Refer to the terms and conditions on the back of your card and on the correspondence, you have received for specific information regarding your gift card.

Do I need to activate my card?

Yes. Refer to the specific instructions on the back of your card, and the correspondence you received with your card. It is important that you read any accompanying documentation carefully as this will contain information on the use of your card as well as the activation expiry date.

How long do I have to activate my card?

Your activation period will be provided to you by the company that issued the card to you. It is important that you read any accompanying documentation carefully as this will contain information on the use of your card.

Please contact the company that issued you with the card if you do not know the issue date.

How long do I have to use my card?

You have 36 months from the date of activation to use the card.

Once activated, when will I be able to use my card?

The funds will be available to spend by midday of the following business day.

My card is expired. What should I do?

If the activation or usage period of a card has expired, it cannot be activated, extended, refunded or credited.

Where can I use my card?

Eftpos cards may be used to purchase goods or services at retailers in Australia with eftpos facilities who choose to accept the card. Some merchants may choose not to accept the gift card.

I activated my card; why does it show zero balance?

Once activated, the balance of the card will appear by midday of the next business day.

A retailer has made an incorrect transaction my card. What should I do?

You must contact the retailer for a resolution. Gift Card Planet is unable to process refunds due to Merchant error.

I have lost my card. What should I do?

Keep your gift card secure - anyone holding the gift card can use its value to make purchases. If your gift card is lost or stolen, or you suspect an unauthorized transaction, immediately report this by calling 1300 079 267.

We may be able to stop gift card being used if you have kept a record of the card number, original balance and expiry date.

Didn't find what you're looking for?

Contact us at info@giftcardplanet.com.au or 1300 079 267