

Frequently Asked Questions

Conditions vary between gift card programs. Refer to the terms and conditions on the back of your card or on the correspondence that you may have received with your gift card.

Do I need to activate my card?

Yes. Refer to the specific instructions on the back of your card or on the correspondence that you may have received with your gift card.

How long do I have to activate my card?

Your activation period will be displayed on the back 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?

Please refer to the back of your card for the redemption period of your gift card. The gift card must be activated prior to use. (see terms on the back of your gift 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?

Once the activation or redemption period of a card has expired, it cannot be extended, refunded, credited or replaced.

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. Edge is unable to process refunds due to Merchant error.

I have lost my card. What should I do?

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