



FAQ

Q: What do I do if the eGift Card is 'declined'?

A: The transaction is declined if you try to redeem more than the value of the card, or if any of the redemption information is mis-typed. Start the transaction over with the correct value and info.

Q: Does the eGift Card function as a 'pre-paid' credit card regarding automatic tipping hold-backs?

A: No. It can be redeemed for full value. You cannot charge more than the current balance on the card.

Q: Since the eGift Card is like a MasterCard, can it be redeemed anywhere?

A: No. They can only be redeemed at our participating locations who have run their "Activation Cards." If you change your PoS or credit card processor, you will need to run a new Activation Card. Contact support@yiftee.com for assistance.

Q: Can the eGift Card be used more than once?

A: Yes. They are multi-use and the current balance is always reflected on the digital voucher. They do not expire and Yiftee will send monthly reminders for the first year and quarterly thereafter.

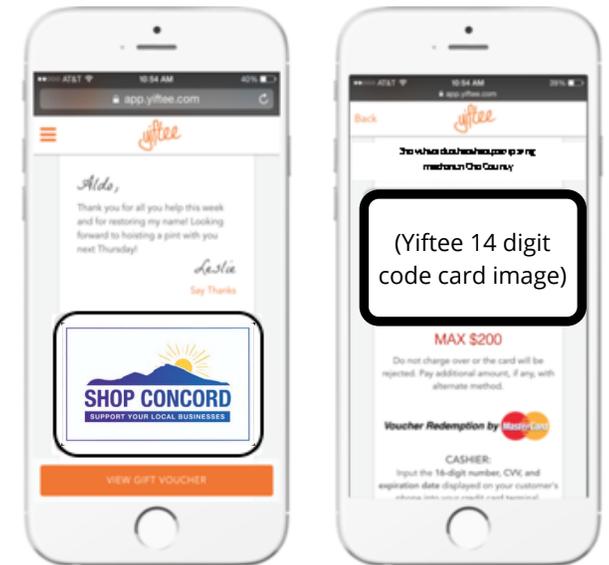
Q: Does my eGift Card expire?

A: No, consumer-purchased eGift Cards do not expire.

Q: Can I apply a refund to the eGift Card?

A: Yes. Refunds can be applied to a valid (unexpired) card just as you would to a credit card.

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HOW TO REDEEM

- Customer presents **eGift Card** on a mobile device or printed on paper.
- Process as a MasterCard (**credit card, not a gift card**) - key in the 16-digit code, CVV, zip code, expiration as required by your PoS.
- **Do not charge more than the prepaid amount**, otherwise the transaction will be declined. Online/mobile gifts always show the current balance. To check balance on a printed gift go to <https://c.yiftee.com/check-gift-balance>.
- To process a payment that exceeds **the eGift Card value**, enter the card value first, then use another payment method for the remaining transaction amount. **No tipping is allowed.**