eGift Cards Frequently Asked Questions

What is an eGift Card?

Many terms are used to describe digital or electronic gift cards including eGift Cards, eCodes, ecertificates, virtual gift cards, and more. No matter what you call them, they are certificates or cards issued to the recipient via email, or other electronic means.

What should I do with the email I received?

In the email you will find the link that will take you to your eGift Card. If the link is not clickable, you will find a URL that you can copy and paste into the "Address" field in your web browser. Depending on the retailer, some eGift Cards require a PIN/Challenge Code/Challenge Key in order to be accessed, if that is the case, you will find your PIN next to your link or URL.

What is a URL?

It is the address of a web page on the World Wide Web. This URL can only be accessed through the email you received. It is a unique URL, meaning that it cannot be duplicated or altered.

What is a PIN/Challenge Code/Challenge Key?

All of these terms mean the same thing. Depending on the retailer, some eGift Cards require a PIN/Challenge Code/Challenge Key in order to be accessed; if that is the case you will find it next to your ink or URL. You will be prompted to input your PIN/Challenge Code/Challenge Key when you try to open your eGift Card.

What happens if I lock myself out of my eGift Card?

When you type a wrong PIN, the system will lock you out for 15 minutes. The only way to solve this is to wait the 15 minutes before trying again. There are no other means to unlock your eGift Card.

How do I check my eGift Card balance?

Balance checking options vary by retailer. Check the terms and conditions on your eGift Card for specific information on how to check eGift Card balances.

What are the redemption options?

Redemption options vary by retailer. Every eGift Card includes redemption language. Some eGift Cards can be used in-store, online, via catalog, or any combination.

What are the terms and conditions related to the use of my eGift Card?

Terms and conditions vary by retailer. Every eGift Card includes terms and conditions for use.

What if I lose my eGift Card?

An eGift Card has cash value and should be safeguarded as such. If you misplace your eGift Card, you can reprint it if you bookmarked it in your browser or click on the link in the original email. Per retailer policies on eGift Cards, they cannot be blocked and replaced at this time.

When does the eGift Card expire?

There is no expiration date on your eGift Card.

Can I change the value of my eGift Card?

Sorry, you cannot change the value of your eGift Card.

Can I change the merchant of my eGift Card?

Sorry, you cannot change the merchant of your eGift Card.

Can I reload my eGift Card after I've spent the full value?

Sorry, you cannot reload your eGift Card.

Do I need a special printer?

Most standard office and home printers are equipped to print eGift Cards. Some printers produce great results, and older printers sometimes don't print certain images well, but the most important thing is that the code number below the eGift Card is clear. If it is not, you may need to install a new ink cartridge

Do I need to print in color?

You do not need to print in color.