

## **The Palms – Gift Card terms**

### **Effective 10 December 2024**

The Palms' gift card is the perfect gift, reward, or incentive. Physical gift cards are available from the Customer Service Desk and can be loaded with any amount from \$10–\$1,000. The gift cards can be used at any participating retail store within The Palms. From clothing and department stores to food court dining and cafes, personal services, health & beauty, and more, The Palms' gift card offers something to please everyone.

### **FAQ'S**

#### **Where can I use my The Palms gift card?**

The Palms' gift cards can be used at all of our participating retailers, excluding our banks and some temporary/casual retailers. Retailers may be subject to change at short notice. Contact the Customer Service Desk for the most current information.

Currently, the non-participating retailers at The Palms are: Lillys Collection and Phat Phillip.

#### **How long is The Palms' gift card valid for?**

Cards issued prior to 10 December 2024 will be valid for 12 months from the issued date. Gift cards issued on and after 10 December 2024 will be valid for three years from the issued date. The expiry date of all other gift cards is displayed on the back of the gift card. For more details please refer to our Gift Card Terms and Conditions.

#### **Where can I purchase The Palms' gift card?**

The Palms' gift card can be purchased in Centre at our Customer Service Desk on Level One. We accept cash, EFTPOS, Visa, and MasterCard as forms of payment.

#### **Is there a fee on the purchase of a Gift Card?**

The Palms' gift card does incur an issuance fee of \$1.50 per card. This covers the maintenance of the card, including reissuing damaged or lost cards etc.

#### **Can I reload more money onto The Palms' gift card?**

The Palms' gift card can only be loaded with funds once, at the time of purchase.

#### **How do I check the balance of my The Palms gift card?**

You can visit the Customer Service Desk in Centre and speak to one of our friendly customer service team members.

#### **Can I exchange my The Palms gift card for cash?**

The Palms' gift card cannot be exchanged for cash.

#### **Can I check the transaction history of my The Palms gift card?**

You can visit the Customer Service Desk in the Centre and one of our friendly Customer Service team members can help you.



**Can I get a refund if I change my mind?**

No, The Palms gift cards are non-refundable if you change your mind.

**What if my The Palms gift card is lost, stolen or damaged?**

Please treat your gift card like cash. Keep your gift card in a safe place, along with the receipt given at purchase, **only** with this receipt are we able to replace lost or stolen cards. If the card has been partially used, it will only be replaced with the current balance showing. Without a receipt we have no way of tracking the card number that you were given.

**I have an expired gift card.**

Unfortunately, we cannot renew expired gift cards. Please see our Gift Card Terms & Conditions for more details.



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## **GIFT CARDS – THE PALMS**

### **TERMS & CONDITIONS**

By purchasing and/or using The Palms' Gift Card (Gift Card) you accept these terms and conditions. Any other person who uses your Gift Card will also be bound by these terms and conditions, so please give a copy of these terms and conditions to them.

In addition to these Terms, you should also refer to participating retailers' general terms and conditions.

The Palms may change these terms and conditions from time to time by uploading the changed/new terms and conditions to The Palms' website. The changes shall be applicable from the date they are uploaded to The Palms' website. The terms and conditions will also be available at The Palms' Customer Service Desk. If you already have a Gift Card and you are unhappy with any changes to the terms and conditions, then the Gift Card balance will be refunded upon request as long as you make that request prior to the expiry of the Gift Card.

Gift Cards are redeemable for goods or services sold in-store at any of The Palms' participating retailers. Gift Cards cannot be used for online purchases with these participating retailers. Kiosks operated by third parties may not accept Gift Cards. ATM machines and banks at The Palms are not participating retailers.

You can load Gift Cards with any amount between \$10 and \$1,000. The Palms' Gift Card can only be loaded with value once, at the time of purchase. You may not purchase additional credit to be added to an existing Gift Card. You must purchase a new Gift Card if you would like to purchase additional credit.

Your Gift Card will expire 1 year from the date of purchase if you purchased your card prior to 10 December 2024. If you purchase your card after 10 December 2024, the expiry date is displayed on the back of the gift card. Any unused balance as of the expiry date will be forfeited and cannot be refunded to the Gift Card holder or original purchaser of the Gift Card or transferred to another Gift Card. This includes any gift cards that have expired during Covid-19 lockdowns.

You can check the balance and expiry date of your Gift Card in Centre at The Palms' Customer Service Desk.

Gift Cards cannot be redeemed or exchanged for cash or used towards the purchase of another Gift Card. The bearer of a Gift Card may not consolidate the balances of several Gift Cards onto a new Gift Card.

Change will not be given on any purchases using a Gift Card or on any unused balance.

Please treat your Gift Card like cash. Keep your Gift Card in a safe place as The Palms will not replace lost or stolen cards.

Do not give your Gift Card number to any unauthorised person. Do not interfere with the magnetic strip or barcode on your Gift Card or in any other way deface, alter or tamper with your Gift Card as this will void your Gift Card.

The Palms is not responsible nor liable for the availability, quality or fitness for purpose of any goods or services purchased with the Gift Card. If you have a dispute about goods or services



you have purchased using a Gift Card you must resolve the dispute with the participating retailer from where you purchased the goods or services. If you return any goods, you cannot obtain a reimbursement of funds to your Gift Card. The participating retailer is responsible for providing a refund or store credit for those goods or services, subject to the terms and conditions under which the original purchase was made, and your rights and the participating retailer's obligations under the Consumer Guarantees Act 1993.

The Palms is also not responsible for which of its retailers choose to be participating retailers in the Gift Card program, and we suggest you check with the relevant The Palms retailer before using your Gift Card with them. Retailers may be subject to change at short notice. Contact the Customer Service Desk for the most current information about our participating retailers.

If you think there has been an error in a transaction involving your Gift Card (for example where too much has been deducted from the value of the Gift Card for a purchase), you should contact the participating retailer where the error was made to rectify the error.

The Palms may cancel any Gift Card, or the Gift Card program, for any reason, at any time, and without notice. If this occurs, The Palms shall (at its absolute discretion) refund the unused balance on any non-expired Gift Card or replace the unused balance on any non-expired Gift Card with an alternative Gift Card of the same unused value to the Gift Card holder on presentation of the original Gift Card at The Palms' Customer Service Desk.

The Palms may ask you to provide personal information for the purposes of setting up your Gift Card. Any use by The Palms of your personal information shall be subject to The Palms' Privacy Policy located on our website.

