

# FREEBEES Virtual Gift Cards FAQ

## General

### What is a FREEBEES virtual gift card?

A FREEBEES virtual gift card is a digital gift card purchased online and sent by email. It can be used at participating merchants directly from a mobile device or in printed format.

### Where can I use my gift card?

Your gift card is valid only at the merchant where it was purchased and its participating locations, unless otherwise stated.

### Do I need to download an app?

No. FREEBEES gift cards can be used directly from the email received. Simply open the PDF document attached to your email.

## Purchase and Delivery

### How do I place an order?

You can purchase gift cards directly through the participating merchant's website or via La Boutique 🖱️ <https://boutique.freebeespay.com>

### What payment methods are accepted?

Virtual gift cards can be purchased using major credit cards, including Visa, Mastercard, and American Express.

### Can I send a gift card to someone else?

Yes. During checkout, you can enter the recipient's information so the gift card is sent directly by email. No personal information or name will appear on the gift card itself.

## **Can I add a personalized message?**

Yes. You can personalize your gift card with a custom message and visual design for the recipient.

## **When is the gift card sent?**

You must select the date on which you want the gift card to be sent. Depending on the merchant's settings, the system may not allow immediate delivery and may require you to choose a later delivery date.

The Gift Card sent to the recipient must be claimed within 30 days. Automatic reminder emails are sent during this period.

If the gift card is not claimed within the required timeframe, it is automatically returned to the purchaser. The purchaser may then:

- claim it
- download it
- resend

## **Can I schedule delivery for a specific date?**

Yes. You can schedule the gift card to be sent on a future date.

## **Are there any purchase restrictions?**

Minimum and maximum purchase amounts for virtual gift cards are determined by each merchant.

You may purchase multiple gift cards in one transaction, provided the total value does not exceed the merchant's maximum allowed limit. For example, if the maximum limit is \$100, you may purchase two \$50 gift cards in the same transaction.

## **Can I purchase virtual gift cards for my business?**

Yes. We would be happy to help you purchase gift cards for your business. Please contact our customer service team for assistance with larger orders. 🙌  
info@freebeespay.com or 1-888-509-0388

## Receiving the Gift Card

### **I did not receive my gift card. What should I do?**

We recommend that you:

- check your spam/junk folder
- verify the email address used during purchase
- check your Promotions or Notifications tabs (Gmail)

If you still cannot find your gift card, please contact customer service with your proof of purchase 📧 [info@freebeespay.com](mailto:info@freebeespay.com) or 1-888-509-0388

### **The recipient did not receive the gift card.**

In most cases, the email is located in the spam/junk folder. We can also resend the gift card to the recipient. Please contact customer service 📧 [info@freebeespay.com](mailto:info@freebeespay.com) or 1-888-509-0388

### **Can I resend a gift card?**

Yes. It is generally possible to resend the gift card to the recipient. Please contact customer service 📧 [info@freebeespay.com](mailto:info@freebeespay.com) or 1-888-509-0388

### **I received the message to claim my gift card, but I don't have the answer to the security question.**

You can contact the person who purchased the gift card to find out the answer to the security question. If you made the purchase yourself or the answer you tried didn't work, please contact customer service at [info@freebeespay.com](mailto:info@freebeespay.com) or 1-888-509-0335.

## Using the Gift Card

### **How do I use my gift card?**

Simply present the PDF containing your gift card:

- directly from your mobile phone

- or in printed format

The merchant can scan it or manually enter the card number.

### **Can I use my gift card for multiple transactions?**

Yes. If there is a remaining balance on the card, it will automatically adjust after each use.

### **How do I check my gift card balance?**

The balance can generally be checked directly with the participating merchant. Some merchants also provide an online balance checker where you can enter your gift card number. Visit the merchant's website to see if this option is available.

### **Can I add money to a virtual gift card?**

No. Virtual gift cards are not reloadable.

## **Expiration and Refunds**

### **Do gift cards expire?**

The monetary value of a gift card does not expire, in accordance with applicable laws.

However, the Gift Card sent to the recipient must be claimed within 30 days. Automatic reminder emails are sent during this period.

If the gift card is not claimed within the required timeframe, it is automatically returned to the purchaser. The purchaser may then:

- claim it
- download it
- resend it to the recipient if needed

### **Are there any fees for virtual gift cards?**

Yes. In accordance with consumer protection laws, fees may apply when gift card personalization options are offered.

The fee is \$1.50 + \$0.50 per card + applicable taxes (applied only to the service fee) per transaction.

### **Can I get a refund?**

Gift cards are generally non-refundable and non-exchangeable after purchase (once the card has been claimed), except in cases of technical error or exceptional circumstances.

If you believe your situation qualifies, please contact customer service

👉 [info@freebeespay.com](mailto:info@freebeespay.com) or 1-888-509-0388

### **What happens if I accidentally delete my email?**

Please contact customer service ([info@freebeespay.com](mailto:info@freebeespay.com) or 1-888-509-0388) with:

- your name
- the email address used during purchase
- your confirmation number (if available)

We will help you retrieve your gift card.

## **Security and Support**

### **Are transactions secure?**

Yes. All transactions processed through FREEBEES use secure payment systems to protect your personal and financial information.

### **What should I do if my gift card is not working?**

Please contact our support team ([info@freebeespay.com](mailto:info@freebeespay.com) or 1-888-509-0388) and provide:

- the gift card number
- a screenshot of the error message (if applicable)
- your proof of purchase

**If our FAQ section does not answer your questions or if you require additional assistance, please contact our customer service team.**

**[info@freebeespay.com](mailto:info@freebeespay.com) or 1-888-509-0388**