



FAQs

SVM – Shopping Discounts

How can I check my balance?

Checking your balance differs per retailer. Please go to balancecheckers.com, or check the retailer terms & conditions within the product for further information on how to check the balance of your card.

Can I use my gift card/voucher online?

This varies from retailer to retailer. Please check the retailer terms & conditions for further information.

What postage options are available to me?

Royal Mail 1st Class, Recorded Delivery or Special Delivery are available, costs will vary depending on your order. We advise that high value orders are posted by Special Delivery as this is an insured and trackable service.

Is there an expiry date on my gift card/voucher?

This varies from retailer to retailer; please refer to the relevant gift card/voucher terms and conditions.

Can someone else use my gift card?

Yes, they contain cash balances so whoever is in possession of the gift card can use it.

Do I have to spend the whole amount in one transaction?

This will depend on the individual retailer. Please see retailer terms & conditions for expiration details and whether balances remain on your card until it is spent or the card expires.

Can the gift card be reloaded?

This varies from retailer to retailer. Only gift cards assigned to your account through this site can be reloaded.

How do I reload my gift card?

Please use the same process as you followed to order the card originally, once you have selected the card required, make sure you tick the 'Reload an Existing Card'. At checkout, you will need to enter the card number that you wish to reload. This can also be done by using the drop down box. Click on "where is my card number" to ensure that you enter the correct number as some cards may have more than one number printed on them.

Can you load any value on the gift card/Is there a limit to what you can spend on a gift card?

There is normally a limit which varies from retailer to retailer, please refer to the relevant retailer information page.



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SVM – Shopping Discounts (continued)

Can the gift card be topped up in store?

Yes, however, your benefits only apply when ordering through this website.

How long does it take to receive an e-voucher?

Please allow 2 working days for e-voucher orders to be processed; delivery can vary from retailer to retailer.

How long does it take for a reload?

Order placed	Order processed	Reload available
Before 9am Mon - Thurs	Same day	After 9am next working day
After 9am Mon - Thurs	Next working day	After 9am following working day
Before 9am Friday	Same day	After 9am Saturday
After 9am Fri - Sun	Following Monday	After 9am Tuesday

Whilst in most cases, the above reload timescales will be adhered to, we do advise you to allow 48 hours for your card to be loaded, in case of retailer delays. Please ensure you check your balance before use.

Please note that on UK Public and Bank Holidays, reload requests will not be processed until the next working day.

Can I reload a card purchased or obtained in store on this website?

We cannot reload cards purchased or obtained in store for any retailer. We can only reload cards originally purchased or obtained from SVM.

I tried to use the card and the retailer stated there was no value on it or a different value to what was ordered?

Please ensure you have allowed 48 hours from the time of purchase and checked your balance prior to using the gift card. If your balance still does not match the amount in your order confirmation email, please contact SVM.

My gift card has expired. What can I do?

Please check the retailer terms and conditions for your card expiry date.

How do I activate my Gift Card?

For the majority of cards, no activation is necessary. Your card and voucher is issued active and ready to use. If any activation is necessary, you will be informed in writing when you receive your card.



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SVM – Shopping Discounts (continued)

Costs & Charges

Payment Card Charges

The use of personal debit cards is free of charge.

Personal credit cards cannot be used on this site.

If you pay with a corporate credit card (payment methods listed below), you shall pay the following fees as a percentage of the value of the transaction at the time of placing your order:

Mastercard Business 2.2%

Visa Business 2.3%,

SVM Global Ltd processes your orders so you will see this on your bank statement.

Order Handling Charges

A 25p handling fee will be charged per reload and digital code ordered via this website.

Lost & Stolen cards

What happens if I lose my gift card?

Please treat your gift card as cash as we cannot replace this if lost or stolen. We would recommend where possible you register your card with the retailer via their website.

My gift card has not arrived

Please allow 7 working days from placing your order for standard first class delivery. If your card has still not arrived, please contact us at aoncustomercare@svmglobal.com.

If your card has been lost or stolen in the post, we will endeavour to deactivate the card and transfer the balance to a new card which will be sent to you. With the exception of cards sent by tracked and insured mail, you will be required to pay postage fees for the reship as well as an administration fee of £2.50. Should the card balance have been spent, or in the case of voucher or pre-loaded card orders, you will need to pay for the replacement of the order, except in the case of orders sent by tracked and insured mail.

We are not liable for any missing funds if the delivery method wasn't insured.



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SVM – Shopping Discounts (continued)

What happens if I need a refund from the store when using a gift card, would you be able to refund me for the gift card?

We can not process refunds, however in most cases where a refund is required, the retailer will refund to the method of payment used for initial purchase e.g. gift card, debit or credit card.

My gift card was damaged in the post

Provided the card has not been used, we will send a replacement.

I received the package but there was no gift card inside

Please contact us as soon as possible. We will treat as lost/stolen and follow same process to investigate if the card has been used and send out a replacement free of charge.

Payment Questions

I am unable to pay with a credit card or Amex card on the website. Why is this?

All personal credit card payment methods and Amex have been removed from the site. Please make your payment using a debit card.

I am trying to place an order and I am receiving a "card type not supported" error when entering my card number. Why is this?

If you are using a credit card, credit cards have been blocked on this site. Please make your payment with a debit card instead.

If you are using a debit card, certain issuing banks sometimes use 16 digit card numbers which were previously associated with credit cards. As we have blocked credit cards on this website, if our system is identifying your payment method as a credit card, you will not be able to proceed. Please use an alternative debit card, or contact our Customer Care team who will be able to help you.

I am placing an order for a physical gift card and the cost of postage has changed. Why is this?

Following a 2018 pricing review, our postage fees have increased slightly. This fee is charged per order and covers the cost of processing and posting the order.

I am placing an order for a reload or a digital code and a fee has been added to my order. What is this fee?

Following a 2018 pricing review, a fee has been added to reload and digital code orders. This fee is applied per code or reload ordered. This fee covers the cost of processing the order, i.e. sending the digital code and loading the gift card.



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Refund Policy

Requests for order cancellation must be made in writing within 14 working days of receipt of order. Orders sent by first class mail or Special Delivery will be deemed to have arrived the next working day after dispatch. Reloads will be deemed to have been delivered 48 hours from when the order was placed. Refunds will be made back to the credit / debit card used to purchase. Vouchers, and Gift Cards in some instances, must be returned by registered postage. SVM accept no responsibility for their return or for postage payable. Refunds can only be made for funds still on the Gift Card that have not been spent.

The above refund policy does not apply to digital orders. By submitting your digital order to be processed, you agree to waive your rights to a 14 day cooling-off period as per Consumer Contracts Regulations. You accept that you do not have the right to withdraw from the transaction once the delivery of product has commenced, at which point your transaction is final.

To ensure our emails reach you, please add our address to your contacts; no-reply@svmglobal.com or add our domain svmglobal.com to your safe senders list.

Contact

If you have any further queries or require assistance, please refer to the Contact Us tab at the top of your screen. Opening hours are Monday to Friday, 8.45am - 5.30pm