



Payment Services

Giftcard Easy webshop

FAQ

Version 1.0

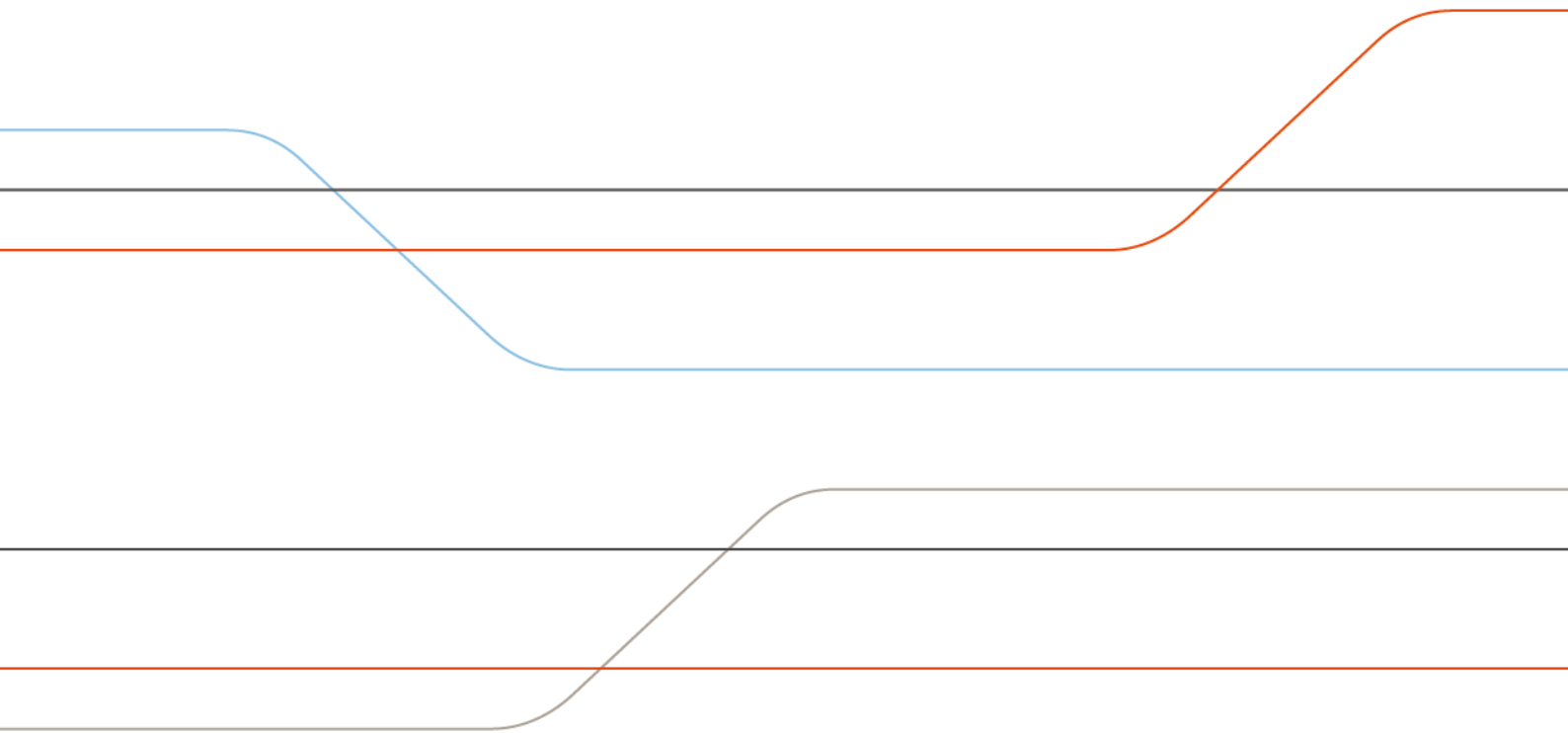


Table of contents

1	Customer account / general	3
1.1	What should I do if I have forgotten my password?	3
1.2	What do I need to make purchases through the webshop?.....	3
1.3	Who can I contact if I have any questions?	3
1.4	I would like to order the Giftcard Easy product , but I have a terminal from a third-party provider. Who can I contact?	3
2	Online orders	4
2.1	Do I have to register to place orders through the webshop?	4
2.2	Do I have to upload a logo or the company name to be printed on the reverse of the card?.....	4
2.3	What format does the logo need to be in to print it on the card?.....	4
2.4	What options do I have if I have no logo?	4
2.5	Can the items in the shopping basket be changed once they have been put in?	4
2.6	Can I save my shopping basket?.....	4
2.7	Is there a minimum order for gift cards?	4
2.8	Is there a minimum order for the packages?	4
2.9	How do I know whether my order has arrived?.....	4
2.10	Can I cancel my order?.....	4
3	Payment and billing	5
3.1	How do I change my billing address?	5
3.2	What methods of payment are available?.....	5
3.3	When will I receive a bill?	5
4	Dispatch and delivery	5
4.1	How do I change my delivery address?	5
4.2	How long will I have to wait for delivery?	5
4.3	Can I arrange a specific delivery date?.....	5
4.4	Will I be notified when my order is sent off?	5
5	Returns	5
5.1	Can I return cards that I do not need?	5
6	Data security	5
6.1	Are my data transferred securely?.....	5

1 Customer account / general

1.1 What should I do if I have forgotten my password?

Click on the "Forgotten your password?" link in the login window. Enter your e-mail address in the field provided and click on "Change".

You will then receive an e-mail containing a link which enables you to set a new password.

1.2 What do I need to make purchases through the webshop?

All online purchases require a computer with Internet access or a smartphone/tablet and a valid credit card. You also need to be a customer of SIX Payment Services in Austria.

1.3 Who can I contact if I have any questions?

Our customer service advisors will be happy to answer your questions during office hours:

customercare.austria@six-payment-services.com.

1.4 I would like to order the Giftcard Easy product , but I have a terminal from a third-party provider. Who can I contact?

Our Lead Management team will be happy to help during office hours:

call 01 717 01 1800.

2 Online orders

2.1 Do I have to register to place orders through the webshop?

Yes. The advantage of registering is that your details will already be stored on the webshop site the next time you visit, so you will not need to enter them again.

2.2 Do I have to upload a logo or the company name to be printed on the reverse of the card?

Yes, the logo or the company name serves to personalize the card. This means that your customers will know at a glance where they can use their gift card.

2.3 What format does the logo need to be in to print it on the card?

The logo needs to be in jpeg or jpg format.

2.4 What options do I have if I have no logo?

You can upload the company name as a jpeg or jpg file.

2.5 Can the items in the shopping basket be changed once they have been put in?

Yes. Before you send off your order, you have the option of changing the number of items or removing them altogether. Please note: after you make your changes you need to update the shopping basket.

2.6 Can I save my shopping basket?

It is very easy to save items on a personal favorites list in your customer account. On the item details page, simply select the "remember" option to make a note of the item. In this way, you can easily bring together your favorite items, save them, send them to friends or print them out for your next visit to the webshop. And if you do decide to make an online purchase, you can, of course, put the items on your favorites list into your shopping basket at any time.

2.7 Is there a minimum order for gift cards?

Yes, the minimum order per standard layout is 50 cards. For bespoke cards, the minimum order is 500 cards. You pay EUR 20.00 per order as a flat-rate delivery charge.

2.8 Is there a minimum order for the packages?

Yes, the minimum order per package is 100 per color.

2.9 How do I know whether my order has arrived?

After you send the order through the webshop you will receive an automatic e-mail confirmation.

2.10 Can I cancel my order?

No, unfortunately orders cannot be canceled. We think it is important to ensure that every order is processed as quickly as possible. Orders are therefore activated directly.

3 Payment and billing

3.1 How do I change my billing address?

At the second stage of the ordering process you can use an existing billing address or enter a new address.

3.2 What methods of payment are available?

Orders through the webshop can be paid for by credit card (Mastercard, VISA, American Express, Diners).

3.3 When will I receive a bill?

You will be billed every quarter for the premium and the monthly service fee.

4 Dispatch and delivery

4.1 How do I change my delivery address?

At the third stage of the ordering process you can use an existing delivery address or enter a new address.

4.2 How long will I have to wait for delivery?

Orders of gift cards using one of the existing designs are delivered within three weeks of the order being placed; bespoke cards are delivered within about three weeks of the final approval to print them.

4.3 Can I arrange a specific delivery date?

Yes, we are able to offer a specific delivery date. Please contact our customer service:

customercare.austria@six-payment-services.com

4.4 Will I be notified when my order is sent off?

Yes. As soon as the parcel containing your order is sent off, you will receive an e-mail notification.

5 Returns

5.1 Can I return cards that I do not need?

Because the cards are personalized for your company, there is no right of return.

6 Data security

6.1 Are my data transferred securely?

Data protection goes without saying in the SIX gift card webshop. All orders are placed using secure SSL encryption. Furthermore, we never pass on customer data, but use them exclusively for internal SIX purposes.