



# The Curious Case Company Ltd.

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## Gift Cards Terms and Conditions of Sale

### Summary Statement

These terms apply specifically to the purchase of physical gift cards from The Curious Case Company Ltd., including personalised case vouchers delivered by post. By purchasing a gift card, you agree to these terms in addition to our Standard Terms of Sale, Privacy Policy, and Terms of Play.

If you have any issues at all, drop us a line using our [contact details](#) and we will do our best to resolve these.

### 1 DEFINITIONS

#### 1.1 Gift Card

A physical voucher dispatched by post, containing a unique Case ID and a printed gift message. This grants access to a digital game experience.

#### 1.2 Personalisation

Each gift card is customised before dispatch with a printed message and Case ID stickers. This constitutes a personalised product under UK consumer law.

#### 1.3 Case ID

The unique access key for the digital experience. Entering the Case ID into our web app constitutes use of the Product (see clause 1.4 of our Standard Terms of Sale).

## 2 ORDERING AND CONTRACT FORMATION

### 2.1 Contract Formation

A contract is formed once payment is received and your gift card is prepared for dispatch.

### 2.2 Inability to fulfil an order

If we are unable to fulfil your order (e.g. due to stock, technical issues, or pricing errors), we will notify you via the email address you gave us at checkout and issue a full refund (see clause 3.2 of our Standard Terms of Sale).

## 3 REDEMPTION AND VALIDITY

3.1 Gift cards are valid for 12 months from the date of purchase.

3.2 Redemption occurs when the recipient enters the Case ID into our web app

3.3 Once redeemed, the digital experience is delivered via email and the gift card is considered used.

3.4 Gift cards are transferable prior to redemption but may not be resold or exchanged for cash.

## 4 SUPPORT AND DISCRETIONARY HELP

4.1 If you made an error in your gift message or need help reissuing a Case ID, please [contact us](#). We'll do our best to help.

4.2 We reserve the right to offer discretionary support or reprints on a case-by-case basis.

## 5 LEGAL RIGHTS AND LIABILITY

5.1 We are legally required to supply Products that conform to this contract. If your gift card is faulty, you may be entitled to a replacement or refund (see clause 11 of our Standard Terms of Sale).

5.2 Nothing in these terms limits your rights under the Consumer Rights Act 2015 or excludes liability where it would be unlawful to do so (see clause 13.2 of our Standard Terms of Sale).