

### Where can I purchase a St. Vital Centre Gift Card?

Gift Cards can be purchased:

- In person at Customer Service during mall hours
  - Online through our website
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### What amounts are available?

Gift Cards are available in denominations from **\$5 to \$500**.

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### Can I return or exchange my Gift Card?

St. Vital Centre Gift Cards cannot be returned or exchanged.

The good news? They're accepted at nearly all shops and services in the Centre, so there's no shortage of ways to put them to good use.

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### What happens if I don't use my card, or if the person I gave it to doesn't use it?

#### Gift Cards purchased after November 1, 2015:

- Funds do **not expire**
- No associated fees apply

#### Gift Cards purchased prior to November 1, 2015:

- After 12 months of non-use, a **\$2.50 monthly account maintenance fee** will be deducted from the card balance
  - Fee details are outlined in the Cardholder Agreement provided at the time of purchase
  - For questions, please contact or visit Customer Service
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### How much does it cost to purchase a Gift Card online, then ship or pick up?

#### Pick-Up

- No fee
- Orders can be picked up at Customer Service during Centre hours
- Photo ID is required

## Shipping

- Lettermail via Canada Post: **\$2.00 fee per transaction**
    - Please visit [www.canadapost.ca](http://www.canadapost.ca) for lettermail delivery standards
  - Purolator delivery: **\$15 fee per transaction**
    - Please allow **2–3 business days for shipping**
  - Online orders require **3 business days for processing**
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## When will my online order be ready?

Please allow:

- **3 business days for processing**, plus
  - Appropriate shipping time (if delivery was selected)
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## Can you send a Gift Card directly to the person I bought it for?

Yes! We can ship a Gift Card directly to your recipient as long as the value is **under \$150**. We'll even include your message.

All orders over \$150 must be shipped to the purchaser.

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## How do I check the balance on my Gift Card?

You can:

- Call **1-800-755-8608**
  - Visit [www.getmybalance.com](http://www.getmybalance.com)
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## What happens if my Gift Card is lost, stolen, or damaged?

We will replace your Gift Card if:

- You have the original purchase receipt, or
- You present the damaged Gift Card

The replacement card will be issued for the remaining balance at the time of replacement.

There is **no fee** for this service. For assistance, please contact Customer Service at **204-257-5646**.

**Can I download a copy of the Cardholder User Agreement?**

Yes. A downloadable copy of the Cardholder User Agreement is available on our website.

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**What if I want to purchase Gift Cards for a business or place a large order?**

Corporate Gift Card orders can now be placed online and are available for:

- In-person pickup
- Direct delivery to your office

Bulk orders placed online are paid via **ACH**. An invoice with account details and a reference ID will be sent upon ordering. Once payment is received, your order will be marked as funded and fulfilled.

For assistance or larger orders, please contact:

- **Roxanne Lowen**  
204.981.5833  
R.Lowen@leyad.ca
- **Violet Pearase**  
204.258.7023  
V.Pearase@leyad.ca

Please allow 48 hours for an order confirmation email.

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**Are there any stores that don't accept St. Vital Centre Gift Cards?**

A small number of retailers do not accept St. Vital Centre Gift Cards. These include:

- Canna Cabana
- Currency Mart
- Dental Image
- Dynacare
- Earls
- Fit4Less
- Montana's
- Optometrist
- Tim Hortons
- Virgin Plus
- WOW Mobile
- Seasonal tenants and kiosks

If you have questions about a specific retailer, please contact Customer Service before visiting.