

Myer Corporate Gift Cards - FAQs

Do I need to register to place a gift card order?

Yes. Before you can place an order with Myer Corporate Sales you will need to register your business contact and company details. By registering your details, Myer is able to provide a more efficient service to you and your business. This includes fast and efficient order processing, tracking the status of your gift card orders and recording negotiated commercials against your registered company details. If you are having any difficulty registering please contact the Corporate Team on 1300 398 226.

How do I update my personal business contact and company information?

Personal business contact and company information details can be updated via our website at corporate.myergiftcards.com.au or you can contact the Corporate Sales Team on 1300 398 226 or e-mailing us at corporatesales@myer.com.au.

Are my personal business contact and company information details secure?

Safeguarding your personal business contact and company information is important to Myer Corporate Sales. Myer takes issues of privacy and security seriously. Please read the Myer Corporate Privacy and Security Notice at corporate.myergiftcards.com.au that outlines how Myer collects, stores, protects and uses your personal business contact and company information in the provision of gift card services to you and your company.

How do I place a gift card order?

Once registered with Myer Corporate Sales you can place your gift card orders by logging on to Myer Corporate Sales at corporate.myergiftcards.com.au. If you are having any difficulties placing your gift card order please contact the Myer Corporate Sales Team on 1300 398 226.

Are there Gift Card Order Terms and Conditions?

Yes. The Gift Card Order Terms and Conditions contain important information regarding ordering gift cards from Myer Corporate Sales. These Order Terms and Conditions are in addition to any terms and conditions that apply to the use of gift cards available through Myer Corporate Sales and any specific ordering terms and conditions that apply. Please read the Myer Corporate Sales Gift Card Terms and Conditions before you place an order.

Is there a minimum/maximum dollar amount that can be loaded on a gift card?

Yes. Gift cards available from Myer Corporate Sales may have a variable load amount. The minimum amount loadable is \$5 and maximum load amount is \$4,999 per individual gift card.

What is the minimum number of gift cards required for an order?

The minimum quantity of gift cards required for an order is one (1). There are additional fees and charges such as delivery fees that may apply regardless of the number of cards ordered or the total value of an order.

Will I get an order statement or tax invoice?

Yes. An order statement is generated at the time you place and submit your gift card order with Myer Corporate Sales. The statement is e-mailed to you at the e-mail address you provided at time of registration. Once your order is processed you will receive a tax invoice via e-mail.

How do I check the status of my order?

You can check the status by logging on at corporate.myergiftcards.com.au or you can contact the Myer Corporate Sales Team on 1300 398 226.

What delivery options are available and how much will delivery cost?

All deliveries are made by courier to your nominated address. A delivery fee of \$14.85 per specified delivery address applies to Myer Corporate Gift card orders.

Can I nominate another person and/or company to receive my gift card order?

Yes. You can order your gift cards and have the order delivered to any person and/or company nominated as the delivery recipient.

Can I pick up my Corporate Gift Card order at a nominated Myer Store?

No, unfortunately all Corporate Gift Card ordered purchased online will need to be delivered to your nominated address.

When will I receive my gift card order?

Most gift cards will be delivered within 4-6 business days from date of payment however there are some exceptions.

What methods of payment can I use?

Myer Corporate Sales offers flexible payment methods including direct deposit, cheque and credit card payments. Credit card payments include Visa, MasterCard and American Express.

What fees and charges are applicable to my gift card order?

In addition to the loaded value of the gift card(s) in your order, there may be other applicable fees and charges including delivery fee(s) per order.

Are gift cards secure?

Myer Corporate Gift Cards are sent inactive. Before a gift card can be used the gift card order must be activated using a confidential "Bulk Activation Code". Once an order is activated, the cards must be treated like cash, as lost or stolen cards cannot be replaced or refunded.

Can I create a customised message for my Gift Card Presentation Folder/Carrier?

Yes, you can create a custom message that is up to 400 characters long (including spaces). The message you create will appear on all gift cards in an order.

Are there different gift card designs available?

Yes. There are various gift card designs available. To view available gift card designs go to corporate.myergiftcards.com.au. Once registered as a Myer Corporate Customer you will also be able to view all available gift card designs when placing an order.

Are there Gift Card Use Terms and Conditions?

Yes. There are gift card use terms and conditions for Myer gift cards. You can find gift card use terms and conditions located at www.myer.com.au/giftcards. The gift card terms and conditions contain important information that should be read and understood before you order the gift card(s). Please take time to view the applicable terms and conditions.

Do gift cards ordered from Myer Corporate Sales expire?

Yes. Myer Gift cards expire 2 years from the order being placed. For other gift card Terms and Conditions visit www.myer.com.au/giftcards.

Where can I redeem Myer Gift Cards?

You can redeem your Myer Gift Card at Myer stores across Australia as well as online. Please note that some conditions and exclusions may apply. Visit www.myer.com.au/giftcards for terms and conditions.

Can I reload gift cards?

No. Once a gift card has been loaded, the card's value cannot be increased.

What if a gift card is lost or stolen?

Once gift cards are activated they should be treated like cash as lost or stolen gift cards cannot be replaced or refunded.

What is an eGift Card?

An eGift Card is a Myer Gift Card that is delivered via an email. It works in the same way as plastic gift cards work today. You choose the amount and message. They'll receive your personalised email within a few hours. The recipient will need to print the eGift Card to redeem in store.

What is Apple Passbook?

Apple Passbook is an iOS application that allows users to organise boarding passes, tickets, gift cards, and more in one place.

How do I download my Myer eGift Card into Apple Passbook?

Open the email received from 'Myer eGift Cards' on your Apple device. Click on the 'Add to Passbook' button, this will launch the Myer Gift Card pass. Select 'Add' button on the top right hand corner and your Myer eGift Card will be added to your Passbook application.

How do I redeem my Myer eGift Card from Passbook?

Download your eGift Card into Passbook. Visit any Myer store nationally and present the pass on your phone or device when you are ready to make a purchase.

What is the Bulk Upload functionality?

Bulk upload functionality offers you the option to have your Myer Gift Card order sent to multiple delivery addresses by uploading a file template with your nominated delivery addresses. This functionality can be used for both Classic and eGift cards.