

JB Hi-Fi Gift Card Corporate Sales FAQs

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

Yes. Before you can place an order with JB Hi-Fi Solutions Sales you will need to register your business contact and company details. By registering your details, JB Hi-Fi 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 Solutions against your registered company details. If you are having any difficulty registering, please contact the Solutions Team on 1300 746 752.

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 corporategiftcards.jbhifi.com.au or you can contact the Solutions Sales Team on 1300 746 752 or e-mailing us at giftcards@jbhifi.com.au

Are my personal business contact and company information details secure?

Safeguarding your personal business contact and company information is important to JB Hi-Fi. JB Hi-Fi takes issues of privacy and security seriously. Our Privacy Policy outlines how JB Hi-Fi collects, stores, protects and uses your personal business contact and company information.

How do I place a gift card order?

Once registered with JB Hi-Fi Solutions Sales you can place your gift card orders by logging on to JB Hi-Fi Solutions Sales at corporategiftcards.jbhifi.com.au If you are having any difficulties placing your gift card order please contact the JB Hi-Fi Solutions Sales Team on 1300 746 752.

What type of gift cards can I purchase?

You can choose to receive your JB Hi-Fi gift cards in physical form (printed, plastic cards which will be delivered to you), or in digital form (a printable electronic file accessible via a hyperlink which will be emailed to you). Both forms of JB Hi-Fi gift cards have identical functionality – the only difference is the form in which they are delivered to you.

Are there Gift Card Order Terms and Conditions?

Yes. The Gift Card Order Terms and Conditions (available at corporategiftcards.jbhifi.com.au) contain important information regarding ordering gift cards from JB Hi-Fi Solutions Sales. These Gift Card Order Terms and Conditions are in addition to any terms and conditions that apply to the use of gift cards available through JB Hi-Fi Solutions Sales and any specific ordering terms and conditions that apply. Please read the Gift Card Order 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 JB Hi-Fi Solutions Sales may have a variable load amount. The minimum amount loadable is \$5 and maximum load amount is \$1,000 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 JB Hi-Fi Solutions 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 corporategiftcards.jbhifi.com.au or you can contact the JB Hi-Fi Solutions Sales Team on 1300 746 752.

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

All deliveries of physical gift cards are made by courier to your nominated address. A delivery fee of \$9.95 per specified delivery address applies to orders of physical gift cards. Orders for gift cards in digital form will be delivered by emailing a hyperlink to a printable electronic file to your nominated email address. No delivery fees apply for orders of gift cards in digital form.

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

Yes. You can order your gift cards and nominate any person and/or company to receive the delivery (in the case of physical gift cards) or email (in the case of digital gift cards).

I have ordered some physical gift cards. Can I pick up my order at a nominated JB Hi-Fi Store?

No, unfortunately all physical Gift Cards ordered online will need to be delivered to your nominated address.

When will I receive my gift card order?

Most orders for physical gift cards will be delivered within 3-6 business days from date of payment, however the actual time for delivery may be longer in respect of any particular order, for a variety of reasons (including the availability of third party service providers involved in the fulfilment of gift card orders and the remoteness of the nominated delivery address for the gift cards). Most orders for digital gift cards will be fulfilled within 3-6 business days from the time of payment, however the actual time for fulfilment may be longer in respect of any particular order for a variety of reasons (including technical difficulties).

What methods of payment can I use?

JB Hi-Fi Solutions Sales offers flexible payment methods including direct deposit and credit card payments. Credit card payments may be made using Visa or MasterCard.

Are gift cards secure?

Physical gift cards are sent inactive. Before a physical gift card can be used the gift card order must be activated using a confidential "Bulk Activation Code". Once an order is activated, physical gift cards must be treated like cash, as lost or stolen physical gift cards cannot be replaced or refunded. Digital gift cards are delivered by emailing a secure hyperlink to a printable electronic file to your nominated email address. Digital gift cards do not need to be activated before they can be used, so it is important that you ensure that your nominated email address is secure from any unauthorised access – if an unauthorised person does access your nominated email address, they will be able to use the digital gift cards, and no replacements or refunds will be available if this occurs.

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 Gift Card Use Terms and Conditions?

Yes. There are gift card terms and conditions which govern the use of JB Hi-Fi gift cards (whether in physical or digital form). You can find these gift card terms and conditions at corporategiftcards.jbhifi.com.au 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 these gift card terms and conditions.

Do gift cards ordered from JB Hi-Fi Solutions Sales expire?

Yes. JB Hi-Fi gift cards expire 2 years from the order being placed. For other terms and conditions in relation to the use of JB Hi-Fi gift cards, please refer to the gift card terms and conditions available at corporategiftcards.jbhifi.com.au

Where can I redeem JB Hi-Fi Gift Cards?

JB Hi-Fi gift cards can be redeemed at any JB Hi-Fi store across Australia or online at www.jbhifi.com.au. Please note that some conditions and exclusions may apply (please refer to the gift card terms and conditions viewable at corporategiftcards.jbhifi.com.au)

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.