

# BURLINGTON DOWNTOWN

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## GIFT CARD - FAQ

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### **Q: Is my GIFT CARD reloadable?**

The Burlington Downtown GIFT CARD is not reloadable. A new card must be purchased

### **Q: How can I check my GIFT CARD balance?**

To check the balance on your Burlington Downtown GIFT CARD you will need the 16 digit card number & the 6 digit Security Code, located on the back of the card. When ready you can call 1-800-755-8606 or go to [www.getmybalance.ca](http://www.getmybalance.ca)

### **Q: Does my GIFT CARD expire?**

Your Burlington Downtown GIFT CARD does not expire. You can shop whenever you'd like!

### **Q: Do all stores in Burlington Downtown accept my GIFT CARD?**

For a frequently updated list of participating businesses go to <https://burlingtondowntown.ca/gift-cards/>

### **Q: What denominations can be loaded onto your GIFT CARD?**

You can purchase Burlington Downtown GIFT CARDS in denominations of \$25.00, \$50.00, \$75.00 & \$100.00

### **Q: Can my GIFT CARD be loaded with a custom amount?**

Your Burlington Downtown GIFT CARD is only available in the designated denominations online. For custom or large corporate orders please contact [membership@burlingtondowntown.ca](mailto:membership@burlingtondowntown.ca)

### **Q: Is my GIFT CARD available in other currencies?**

Your Burlington Downtown GIFT CARD is only available in Canadian dollars

### **Q: How will I know when my GIFT CARD is ready for pick-up?**

After your order has been processed you will receive an email notification letting you know your GIFT CARD is ready for pick-up. The email will also include the day, time and location for pick-up

### **Q: How will I know when my GIFT CARD has been shipped?**

After your order has been processed you will receive an email notification letting you know your GIFT CARD has been shipped. Shipping will take 2-3 business days

### **Q: Can my GIFT CARD be used online as well as in-person?**

Businesses that have online shopping opportunities can accept the GIFT CARD both in-person and online

