

## ***TIMBER MART RELOADABLE GIFT CARDS***

### ***FREQUENTLY ASKED QUESTIONS***

#### **What is the Gift Card?**

The Gift Card is a convenient, reloadable prepaid card making it easy for you to get your favourite products at participating TIMBER MART stores. When your Gift Card balance is low or nil, simply re-load it at a participating TIMBER MART location in Canada by using cash, an approved credit card or debit card (where available). Unless otherwise required by law, a Gift Card cannot be redeemed for cash. Treat a Gift Card like cash.

#### **Where can I get and use the Gift Card?**

You can purchase the Gift Card at participating TIMBER MART locations in Canada or online at [www.timbermart.ca](http://www.timbermart.ca). You can only use the Gift Card at participating TIMBER MART stores in Canada.

#### **Can I use my Gift Card in any country?**

No, as TIMBER MART stores are located exclusively in Canada, you can only use the Gift Card in Canada.

#### **What fees are charged to my Gift Card?**

No fees are charged on your Gift Card, regardless of the purchase date.

#### **Does my Gift Card expire?**

No, your Gift Card has no expiration date.

#### **How do I use my Gift Card?**

Your TIMBER MART cashier will gladly help you with your Gift Card. You can decide on the amount you wish to load onto the Gift Card. Once your Gift Card is loaded, you can swipe it to pay for purchases. The amount of your purchase will be deducted from the remaining balance each time you use the Gift Card. The new balance will be displayed on the reader and on the receipt from a point-of-sale register.

#### **What happens if the balance on my Gift Card is not enough to pay for my purchases?**

You can first apply the total balance of your Gift Card towards the purchase, and then pay the remaining amount either by cash, credit or debit (where available).

#### **How do I reload my Gift Card?**

It's easy! You can reload your Gift Card by simply asking a participating TIMBER Mart cashier to reload it by using cash, an approved credit card or debit card (where available).

#### **Are Gift Cards refundable or redeemable for cash?**

The value remaining on a Gift Card may not be redeemed for cash unless required by law.

#### **How do I report a lost or stolen Gift Card?**

To report a lost or stolen registered Gift Card, please email [giftcard@timbrmart.ca](mailto:giftcard@timbrmart.ca)

#### **How can I check the balance on my Gift Card?**

Your Gift Card account balance is available at the register at all participating TIMBER Mart stores.

#### **I have further questions not listed here. Who should I contact?**

Please email [giftcard@timbrmart.ca](mailto:giftcard@timbrmart.ca) with all inquiries.