

Altitude Rewards eGift Card FAQ

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1. How do I order, collect and use an eGift Card?

eGift Cards are a quick and convenient alternative to physical gift cards and are delivered to your nominated email inbox within minutes.

Order an eGift Card

Ordering an eGift Card is convenient and quick.

1. Select the merchant you would like to buy a gift card for.
2. Select the eGift Card option and the denomination you would like to order. Not all merchants offer an eGiftCard option.

Collection of eGift Card

After completion of your order a collection email is delivered to your email address.

1. Click the button in the collection email to collect your eGift Card.



If you ordered more than one eGift Card you will receive a separate email for each one.

2. Within the email, you will find a link to your eGift card. Please click this link and any details you need to redeem your eGift card will be provided.



Click to access



The email itself is not the eGift Card. You'll need to click on the 'Access eGift Card' button within your email to download your eGift Card.

Using your eGift Card

Use your eGift Card online or in store. Please check the terms and conditions for the relevant merchant to see where and how you can use it.

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2. I'm unable to collect my eGift Card/the link to collect my eGift Card is not working.

If your eGift card link is not working, you may be trying to access a previous version of your eGift card email. Sometimes we will need to re-send your eGift card email, which means the link from the original email will stop working. Please check your email inbox to see if you have received another email.

Did you request for your eGift card to be sent to another email? If so, then the links from the original email will no longer work. You will need to access the new email sent to the updated email address. Please also try using different browsers available to you as some browser versions might not be supported.

3. I did not receive my eGift Card email.

If you haven't received the eGift Card email within 4 hours after clicking on the link in your collection email, please check your spam filter and junk mail folder. If you still didn't receive your eGift Card email please contact us.

4. When accessing my eGift Card link, my card is showing as invalid or the value of the card is showing as \$0.

If the eGift Card balance is showing as invalid or \$0, please allow a few minutes before accessing the link again as the card is currently being loaded. In rare cases the eGift card may take more time than expected to be ready to use. This process may take up to 30 minutes.

5. How can I check the balance of my Gift Card?

Generally, the balance of your Gift Card will be printed on the register receipt when you use your Gift card or you can request it be confirmed in store at the point of sale. To check the current balance of your Gift Card please visit the website of the merchant or contact the merchant directly. You can review the details under the terms of use section for instructions on how to check your remaining balance.

6. I have a question regarding the terms and conditions of my Gift Card.

The terms and conditions of your Gift Card are specific to the merchant. To check the terms and conditions, please refer to the terms of use on your Gift Card or visit the website of the merchant.

7. Where can I use my Gift Card?

Restrictions may apply in regard to the stores or websites where you can use your Gift Card. The terms and conditions of your Gift Card are specific to the merchant. To check the terms and conditions, please refer to the terms and conditions on your gift card, visit the website of the merchant or contact the merchant directly.

8. Can I use my Gift Card online?

Most merchants allow you to use your Gift Card online, however, restrictions may apply. If you wish to use your gift card online, please check with the merchant before making a redemption as we cannot cancel your gift card order once it has been processed. The terms and conditions of your Gift Card are specific to the merchant. To check the terms and conditions, please visit the website of the merchant or contact the merchant directly.

9. I cannot find an answer to my question.

If you could not find an answer your question or if you still need help, please contact us.