

Conditions of use of the SVM Global Gift Cards Website

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Use of information provided to SVM Global

All information collected by SVM Global is stored and handled in accordance with the Data Protection Acts (1984 and 1998).

Personal and financial information collected on this site is used for the sole purpose of processing and delivering your order.

Financial and payment details such as credit/debit card numbers are removed from our database immediately following payment.

All information supplied in our 'feedback' form will be used solely for the purpose of responding to your query or suggestion.

Please note: Posting or transmitting any unlawful, threatening, defamatory, obscene or other inappropriate material is prohibited.

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Nothing contained on this site should be construed as granting any licence to use any trademark, service mark or logo displayed on this site without the express written permission of SVM and/or the retailer(s) concerned.

Protecting your security

To ensure that your credit, debit or charge card is not being used without your consent, we will validate name, address and other personal information supplied by you during the order process against appropriate third party databases. By accepting these terms and conditions you consent to such checks being made. In performing

these checks personal information provided by you may be disclosed to a registered Credit Reference Agency which may keep a record of that information. You can rest assured that this is done only to confirm your identity, that a credit check is not performed and that your credit rating will be unaffected. All information provided by you will be treated securely and strictly in accordance with the Data Protection Act 1998.

In addition to in house verification procedures SVM employs Verified by Visa / MasterCard Securecode which allows customers to protect their credit cards used online by assigning a secret password. If you have joined the scheme you will be required to provide your password during completion of your order. SVM has no knowledge of, or access to, your password. To maintain secrecy your password is submitted directly to your card issuer, over a secure link, and does not get seen or stored by our system. As a member of one of the above schemes, should you not pass the verification process, your payment and order will not be accepted by SVM.

Your privacy is very important to us, and we promise never to release your personal details to any outside company for mailing or marketing purposes.

Gift Vouchers and Gift Cards

Gift Vouchers & Gift Cards supplied by SVM Global Ltd cannot be exchanged for cash. Each store group operates its own policy on issuing change, where applicable. In the case of Voucher or pre denominated card products, change may be given in the form of a lower denomination Voucher or Card. In some circumstances change, typically if under £1, will be given in cash. In some instances no change will be given. Vouchers or Cards which are defaced, altered or cancelled will not be accepted in shops.

SVM reserves the right to change the range of Gift Cards and Gift Vouchers we offer at any time, without prior notification. SVM takes no responsibility for any changes to the Terms and Conditions relating to each individual Gift Card or Voucher.

Users should refer to the back of the specific Gift Card or Gift Voucher for any retailer specific terms and conditions and expiry dates.

Risk and title will pass to the customer upon delivery. SVM can take no liability for any lost, stolen or damaged Gift Cards or Gift Vouchers once responsibility of ownership has passed to the customer at time of delivery. If a customer does lose or damage their Gift Card, SVM will endeavour to transfer the balance of the Gift Card on to a new Gift Card (should the retailer allow this) and send to the customer at a cost of £2.50 (inclusive of standard postage). Replacement cards may be sent via signed for or special delivery at the customer's cost should they choose to receive their card in this way. SVM are not directly linked to any of retailers whose products are listed in our range. In the event that any one such product or company is placed in either administration or receivership there is no obligation on SVM to replace or exchange any previously issued, unspent Gift Cards or Gift Vouchers.

Users who have set up a standing order to reload Gift Cards should be aware that only the bank account holder of the account from which the standing order funds are paid has the ability to amend or cancel a standing order. Should the Gift Card be lost or stolen, users should ensure that they immediately cancel the standing order with their bank to prevent funds being loaded onto the lost or stolen Gift Card. Once SVM have received funds and loaded the Gift Card, SVM cannot be held responsible for any losses due to the user not cancelling their standing order in the case of lost or stolen cards.

Refund / Returns Policy

Requests for order cancellation must be made in writing within 14 working days of receipt of order. Orders sent by first class mail or Special Delivery will be deemed to have arrived the next working day after dispatch. Reloads will be deemed to have been delivered 48 hours from when the order was placed. Refunds will be made back to the credit / debit card used to purchase. Vouchers, and Gift Cards in some instances, must be returned by registered postage. SVM accept no responsibility for their return or for postage payable. Refunds can only be made for funds still on the Gift Card that have not been spent.

The above refund policy does not apply to digital orders. By submitting your digital order to be processed, you agree to waive your rights to a 14 day cooling-off period as per Consumer Contracts Regulations. You accept that you do not have the right to withdraw from the transaction once the delivery of product has commenced, at which point your transaction is final.

General

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