

# OXFORD GIFT CARD PROGRAM: FREQUENTLY ASKED QUESTIONS

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## WHAT IS THE OXFORD GIFT CARD PROGRAM?

The Oxford Gift Card is a prepaid or "stored value" card that can be used to purchase merchandise and services from participating merchants within any one of the Oxford Properties Shopping Centres. The Oxford Gift Card not only makes a more attractive gift than cash, but a more secure one as well, because the value can be replaced if lost or stolen ( conditions apply).

The Oxford Gift Card can be used generally anywhere American Express Cards are accepted within our centres.

## WHAT MAKES THE OXFORD GIFT CARD PROGRAM DIFFERENT FROM OTHER GIFT CARDS OR GIFT CERTIFICATES?

Unlike a store gift card or certificate, which will be accepted only by the retailer that issued it, Oxford Gift Cards are accepted in more than one store and more than one shopping centre.

Your Oxford Gift Card generally can be used anywhere American Express cards are accepted within our centres.

The Oxford Gift card has no customer service fees, no monthly maintenance fees, no hidden deductions or expiration of funds.

## IS THE OXFORD GIFT CARD A CREDIT CARD?

No, the Oxford Gift Card is a prepaid card that is "loaded" for between \$10 and \$500 at the time of purchase. Note, The Oxford Gift Cards are non-reloadable.

## HOW MUCH MONEY CAN I PUT ON AN OXFORD GIFT CARD?

You can purchase Gift Cards in any dollar amount you choose from \$10 to \$500. Cards can be purchased to a daily maximum of \$5000.

## CAN GIFT CARDS BE PURCHASED ONLINE OR VIA TELEPHONE?

Gift cards must be purchased in person at a customer service centre in the shopping centres and can not be ordered online or via telephone.

## CAN I GIVE THE OXFORD GIFT CARD TO SOMEONE UNDER THE AGE OF 18?

Yes, you can give the Oxford Gift Card to anyone.

## WHERE CAN I REDEEM THE OXFORD GIFT CARD?

Your Oxford Gift Card can be used to purchase merchandise and services from participating merchants within any one of the Oxford Properties Shopping Centres

The Oxford Gift Card can be used generally anywhere American Express Cards are accepted within our centres.

All shopping centres within the Oxford Properties Retail group will accept the gift card.

## LOCATIONS, BY PROVINCE:

### ONTARIO

#### Square One Shopping Centre

100 City Centre Drive  
Mississauga, ON L5B 2C9  
[www.shopsquareone.com](http://www.shopsquareone.com)

#### Scarborough Town Centre

300 Borough Drive  
Scarborough, ON M1P 4P5  
[www.scarboroughtowncentre.com](http://www.scarboroughtowncentre.com)

#### Yorkdale

3401 Dufferin Street  
Toronto, ON M6A 3A1  
[www.yorkdale.com](http://www.yorkdale.com)

#### Upper Canada Mall

17600 Yonge Street  
Newmarket, ON L3Y 4Z1  
[www.uppercanadamall.com](http://www.uppercanadamall.com)

#### Hillcrest Mall

9350 Yonge Street  
Richmond Hill, ON L4C 5G2  
[www.hillcrestmall.ca](http://www.hillcrestmall.ca)

### ALBERTA

#### Southcentre Mall

100 Anderson Road SE  
Calgary, AB T2J 3V1  
[www.southcentremall.com](http://www.southcentremall.com)

#### Edmonton City Centre

10088-102 Avenue Northwest  
Edmonton, AB T5J 2Z1  
[www.edmontoncitycentre.com](http://www.edmontoncitycentre.com)

#### Kingsway Mall

109 Street & Kingsway  
Edmonton, AB T5G 3A6  
[www.kingswaymall.com](http://www.kingswaymall.com)

## WHERE DO I PURCHASE AN OXFORD GIFT CARD?

You can purchase a gift card at any of the Oxford Property shopping centres across Canada. To find a list of accepting centres please visit [www.oxfordproperties.com/giftcard](http://www.oxfordproperties.com/giftcard)

All shopping centres accept Cash, American Express, Visa, MasterCard, and Debit Cards as payment. If paying by credit card the you will be asked for a valid government issued photo identification (health card not accepted).

## WHAT ARE THE FEES TO PURCHASE A GIFT CARD?

When purchasing your gift card, there is an upfront, one time fee per gift card of \$1.50 (incl. taxes). There are no additional fees after purchase, no customer service fees or monthly maintenance fees – as a result once you purchase the gift card the funds remain on the card until they are used.

## WHERE CAN I FIND THE TERMS AND CONDITIONS FOR THE CARD?

When purchasing the gift card the terms and conditions are given to the purchaser as part of the transaction. If getting a carrier with the gift card the terms and conditions are placed behind the gift card in the packaging. If you require another copy please go to guest services at your closest Oxford Properties Shopping Centre or Visit [www.americanexpress.ca/giftcardagreement](http://www.americanexpress.ca/giftcardagreement)

## CAN I PURCHASE A BULK ORDER?

If you wish to purchase gift cards in bulk, a volume discount may apply as follows:

1-10 = \$1.50 per card, 11- 20 = \$1.25 per card, 21 – 50 = \$1.00 per card, 51-100 = \$0.50, 101+ = \$0.25.

All per card prices include applicable taxes.

If you have further questions please contact your local Oxford Shopping centre.

## HOW MUCH CAN I PURCHASE AT THE CUSTOMER SERVICE DESK?

We limit our daily per customer transactions to \$5,000. American Express requires various levels of information to process each transaction.

## WHAT IF I WANT TO PURCHASE MORE THAN THE DAILY KIOSK LIMIT OF \$5,000?

Please speak to a customer service representative to discuss your requirement. We do not sell more than the limit to an individual on any given day. If it is for business purposes please state your intentions to the customer service representative at the customer service desk and you will be directed to the appropriate contact. Dianne Shular, Customer Service Supervisor 416-296-4761 [dshular@oxfordproperties.com](mailto:dshular@oxfordproperties.com)

## I AM A BUSINESS WHO WISHES TO PURCHASE MORE THAN \$5,000. WHAT ARE THE STEPS?

Please contact Dianne Shular, Customer Service Supervisor at 416-296-4761 or [dshular@oxfordpropertis.com](mailto:dshular@oxfordpropertis.com)

## CAN I CANCEL OR GET A REFUND FOR PURCHASE OF THE MALL GIFT CARD?

Once you complete your order, you can only cancel or refund the purchase on the same day as purchase, and all funds, equivalent to the funds purchased on the card as shown on your receipt, must be present on the card. If you require further assistance please call the number on the back of the Card (1-888-414-8340)

## CAN I BUY AN OXFORD GIFT CARD FOR MYSELF?

Yes. An Oxford Gift Card can be a useful tool for managing your own budget.

## CAN OXFORD PROPERTIES SHIP OR MAIL AN OXFORD GIFT CARD TO A RECIPIENT OR TO ME AT TIME OF PURCHASE?

No, Oxford Properties Group does not ship, mail or send gift cards to a recipient. Only the purchaser at time of purchase will be given the gift card. If a purchaser chooses to ship, give or mail a purchased gift card to a recipient, the purchaser may do so at their own expense. For bulk orders please contact your respective Oxford Shopping Centre for details.

## WHEN IS THE GIFT CARD ACTIVATED?

The gift card is active the moment it is purchased. If you are having issues with your gift card please take it to your local Oxford Properties Shopping Centre or call American Express at 1-(866)414-8340.

## WHAT IF I WANT TO BUY SOMETHING THAT COSTS MORE THAN THE VALUE OF THE OXFORD GIFT CARD?

When using your Gift Card to make a purchase that is greater than the amount on the card, tell the cashier you would like to pay the difference first and then use your card to pay the remaining balance. The value of your Gift Card can be combined with cash when you are making a purchase. At the option of each merchant, the value of your Gift Card may also be combined with a credit or debit card when you are making a purchase. If you don't tell the cashier or merchant and try to make a purchase for more than the amount on the Gift Card, the transaction will be declined because you don't have enough money on your Gift Card.

Note: It's important to keep track of your Gift Card balance so you do not try to make purchases for more than the amount remaining on the Gift Card. There are three ways you can keep track of your balance: Visit [www.americanexpress.ca/gift](http://www.americanexpress.ca/gift), call the toll-free number printed on the back of the Gift Card, anytime, or stop by Guest Services at your nearest Oxford shopping centre and we will look up your balance.

## CAN I USE MY OXFORD GIFT CARD AT MORE THAN ONE MERCHANT?

Yes, as long as there are sufficient funds remaining on the Gift Card.

## CAN I ADD MORE MONEY TO THE OXFORD GIFT CARD?

No, but you can purchase a new Gift Card at your local Oxford Shopping Centre.

## CAN THE OXFORD GIFT CARD BE REPLACED IF LOST OR STOLEN?

Yes. Conditions Apply – Call American Express at 1-(866)414-8340 to cancel the lost or stolen Gift Card as soon as possible, 24 hours a day, seven days a week. You will need to know your Gift Card number, so be sure to record it in a safe place. You may also be required to provide additional information.

You may also visit your local Oxford Properties Shopping centre's customer service kiosk: our staff will be able to assist you. You will need to know your Gift Card number, so be sure to record it in a safe place. You may also be required to provide additional information.

Additionally, if the receipt is kept and we can see that the funds are still on the card a replacement card can be issued – provided proper proof of purchase is available.

To safeguard a gift card purchase, once you give the card to the intended recipient make sure you tell them to register the cards. It can be registered by calling 1-(866)414-8340 on the back or by going online. Registering the card links it to the person you gave it to.

## HOW LONG CAN I USE THE OXFORD GIFT CARD?

You can use your Oxford Gift Card until the card plastic expires or the funds on the card are reduced to zero.

The card plastic expires on the 'valid thru' date printed on the front of the card, but available funds on the card do not expire. (The 'valid thru' date is required to process transactions at merchants that request a plastic expiration date.) If funds remain on the card after the 'valid thru' date, call American Express toll-free at 1-(866)414-8340 to obtain a free replacement card or visit guest services at closest Oxford Properties Mall.

## WHAT HAPPENS IF I NEED TO RETURN SOMETHING I PURCHASED WITH MY OXFORD GIFT CARD?

Keep your Gift Card in case you need to return merchandise for credit. Merchandise return and refund policies vary by merchant. If a credit is issued to the cardholder, the credit may not be added to the available funds for up to seven business days. Check your balance regularly at [www.americanexpress.ca/gift](http://www.americanexpress.ca/gift) to determine when your card has been credited for the return.

## HOW WILL I KNOW THE ORIGINAL VALUE OF MY GIFT CARD?

The Original Value will be written on the back of the card at time of purchase. You can also go to [www.americanexpress.ca/gift](http://www.americanexpress.ca/gift) to see the current value on the card. The website is capable of providing a transactional history of your gift card.

## HOW CAN I CHECK THE BALANCE ON MY OXFORD GIFT CARD?

There are three ways you can keep track of your balance: Visit [www.americanexpress.ca/gift](http://www.americanexpress.ca/gift) the toll-free number located on the back of the card to make automated balance inquiries; or stop by the Oxford Guest Services at your nearest Oxford Shopping Centre. Information is available on-line or through the toll-free telephone number anytime, 24 hours a day.

Make sure you have the 15-digit card number and the 4-digit security code located on the front of the card.

Please note that retailers do not have access to see the remaining balance on your card.

## CAN I USE A MALL GIFT CARD TO BUY ADDITIONAL GIFT CARDS IN THE MALL?

Yes – provided you pay the \$1.50 per card(s) that you transfer the value to. We reserve the right to limit your purchasing by this method.

If you are using a credit card style gift card that is open to be used at a variety of merchants, to purchase gift cards, we also reserve the right to limit or refuse the transaction.

## CAN I USE A MALL GIFT CARD TO BUY GIFT CARDS OF MERCHANTS IN THE MALL?

There is no guarantee that you will be able to purchase gift cards from merchants in the mall using an Oxford Gift Card. Please contact the specific merchant for their in-store policies.

## I STILL HAVE A PAPER GIFT CERTIFICATE, CAN I STILL USE IT?

Please visit our customer service location and we will be happy to redeem the gift certificate for a gift card; free of charge. Until further notice you can still use the certificate at all the accepting merchants in the Shopping Centre.