



# GIFT CARD

COMMUNITY  
FUNDRAISING



## GENERAL GIFT CARD FAQ'S

### **Where can I use my Saskatoon Co-op Gift Card?**

Gift Cards are accepted at all Saskatoon, Martensville, Warman, Colonsay, Watrous, Hepburn, Rosthern, Dalmeny and Waldheim locations, as well as many participating Co-op locations in Western Canada. If you are looking to use your Gift Card at locations other than the Saskatoon Co-op trading area, please contact that location directly.

### **How do I get in contact with a representative about Gift Cards?**

Our main source of contact is [GiftCard@saskatooncoop.ca](mailto:GiftCard@saskatooncoop.ca).

We will respond as soon as we are available. Our email is not monitored during the evenings, weekends or statutory holidays.

### **How do I check my Gift Card balance?**

A cashier at your nearest Co-op will be happy to check the balance on your card.

### **What is the maximum amount I can purchase at one of your locations?**

Anything under the value of \$999.99, with a maximum of 10 gift cards. Anything over should be sold through our Gift Card Program at our Administration Building.

### **How do I purchase Gift Cards in bulk for a company order?**

Saskatoon Co-op Gift Cards can be purchased by sending an order form to [GiftCard@saskatooncoop.ca](mailto:GiftCard@saskatooncoop.ca)

### **Do I get a discount for a company bulk order?**

Our discount for bulk orders are:

0% discount on orders less than \$499

2.5% discount on orders between \$500-999

5% on orders over \$1000 to a maximum of \$20,000.

Discounts for bulk orders are for companies only and are **not** available through our locations. Discounts are only available through our Administration Gift Card program by emailing the order form to [GiftCard@saskatooncoop.ca](mailto:GiftCard@saskatooncoop.ca). We **do not** accept personal cheques or credit card as payment when receiving the discount.

### **What denominations are available for purchase?**

Gift Cards are available in any denomination up to \$1,000.

### **Will I receive equity/patronage when purchasing a Saskatoon Co-op Gift Card?**

No, patronage is only received at the time of redemption of Gift Cards.

### **What are my payment options for bulk orders?**

Online Bill Payment, Certified Cheque, Debit or Cash. Certified Cheque, Debit, and Cash can be accepted at the time of pick-up. Personal cheques are not accepted.

Credit cards can only be accepted if the order is not discounted, and can only be taken by chip & PIN. We do not take credit cards over the phone. Confirmation of online bill payment through our credit department can take up 24-72 business hours depending on who you bank with.

### **Where do I pick up my bulk Gift Card order?**

Gift Card orders can be picked up at our Administration Building, 503 Wellman Crescent Monday-Friday 9 am-4 pm. We are closed weekends and statutory holidays.

### **What if my Gift Card is lost or stolen?**

Treat Gift Cards like cash, we are not responsible for any lost or stolen Gift Cards. If you have the full card number, you can email [GiftCard@saskatooncoop.ca](mailto:GiftCard@saskatooncoop.ca) to see if there is an outstanding balance on the card. We can then deactivate the card and reissue a new one with the outstanding balance. Gift Card numbers may be able to be tracked if you can provide a receipt of the day the card was activated. However it is not the responsibly of the Saskatoon Co-op to provide a receipt greater than 60 days.