



## **Common Questions on ARDEN FAIR'S GIFT CARD PROGRAM**

### **When and where can I purchase Gift Cards?**

During mall hours at Arden Fair Guest Services and The Management Office  
(Hours 8:30am-5:00pm)

### **What payment types are accepted?**

Cash and all major credit cards

### **What payment type is not accepted?**

Personal checks, money orders, or Traveler's checks

### **In what denominations can the Arden Fair Gift Card be purchased?**

Between \$10 and \$500

### **Will there be an envelope provided?**

Yes, very attractive packaging at no charge!

### **Is there a fee to purchase the Arden Fair Gift Card?**

Yes, there is a \$2.00 per card activation fee up to a maximum of \$20.00

### **Is the Gift Card ready to use immediately?**

Yes, the Arden Fair Gift Card is activated at the time of purchase

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

The Arden Fair Gift Card is accepted only at Arden Fair stores and kiosks, eateries, and Market Square stores, including Cheesecake Factory

### **Where is the Gift Card not accepted?**

Any Arden Fair store or kiosk, eatery, and Market Square establishments that do **not** accept MasterCard.

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

It can be replaced if you have adequate proof of the 16 digit card number (i.e. the receipt) and there are unused funds left on the card. We strongly suggest that you keep the receipt from the purchase of the Gift Card as we may require it for replacement. There is a \$5 replacement fee.

### **Can I redeem the Gift Card for cash?**

No, the card balance must be used for purchases at stores within Arden Fair and Market Square. Store Financial can refund for up to 30 days. Please refer to Terms and Conditions for details.

### **Can I use my Gift Card online, for mail orders, or for phone order purchases?**

No. The Gift Card will decline if these types of purchases are attempted.

### **Can I reload the Gift Card?**

No, currently there is no reload feature.

### **Can the Gift Cards be mailed to me?**

Generally no phone orders will be accepted.

### **How can I find the available balance on the Gift Card?**

The original balance should be indicated in the white box located on the back of the gift card. It will also be on the store receipt. Other options include calling the number on the back of the Gift Card, checking [www.getmybalance.com](http://www.getmybalance.com), using the balance card readers located in the Food Court and Center Court, or visiting Arden Fair Concierges or the Management Office during normal business hours.

### **How can I track activity on the Gift Card?**

By checking [www.getmybalance.com](http://www.getmybalance.com)

### **Returning a purchase made with your 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 issued to the Gift Card, it may not be added to the available funds for up to seven days. Check your balance regularly at [www.getmybalance.com](http://www.getmybalance.com) to determine when your card has been credited for the return.