

## RECIPIENT FAQ'S

# What's a Giftogram?

A Giftogram is a physical or digital gift which allows recipients to choose their own gift card. There are over 200 gift card brands to choose from including national chains and regional favorites. From Amazon to Uber® and Walmart to West Elm®. See them all at [Giftogram.com/retailers](https://www.giftogram.com/retailers).

### How Do I Redeem My Giftogram?

To redeem simply visit [www.giftogram.com/redeem](https://www.giftogram.com/redeem) and enter the reward code found on the back of your card or in your Giftogram email. This will unlock credits and allow you to select any eGift card or assortment of eGift cards totaling your credits.

### Can I bring my Giftogram into a store to redeem it?

Giftogram cards must be redeemed online before they can be used in the store you select.

### What's an eGift card?

An eGift card is the digital version of a gift card. They can be redeemed online or in-store on your mobile device or via printout.

### What retailers cards can I choose from?

Giftogram has nearly every brand you can think of — and then some. Amazon, Walmart, Target, Best Buy, and hundreds more.



### Does my Giftogram card expire?

Giftograms expire 18 months from the time they are shipped, however once they are redeemed, the eGift card selected never expires.

### How can I check my gift card balance?

Each retailer has its own balance checker. To check your balance you can simply visit the retailers website and check your balance by entering your card number.

### Can I re-gift my Giftogram?

Since Giftograms are gift cards, they are 100% re-giftable, that is if you want to re-gift them.

### Will I have to pay any fees to redeem?

Absolutely not! Giftograms are gifts and will not require you to pay any fees along the way.

### Do I need a printer to redeem?

While most are mobile friendly, some retailers (mostly restaurants) require a print-out to redeem your gift card. Our gift card storefront includes a note next to brands that require a printer.

### What does the mailed Giftogram card look like?

Your mailed Giftogram card will come in a grey envelope and look like any other greeting or holiday card.



### I have not received my Giftogram. Who should I contact?

If you believe you've been sent a Giftogram and have not received it, please contact the sender or program administrator directly to confirm it was sent. If the card was lost in the mail, we will replace it.

### How do I contact customer support?

If you need help at any point in the redemption process, simply visit [www.giftogram.com/redeemhelp](https://www.giftogram.com/redeemhelp). You can create a support ticket and one of our customer service agents will reply within the hour.

🔍 Learn more at [Giftogram.com](https://www.giftogram.com)

(973) 887-1600 | [help@giftogram.com](mailto:help@giftogram.com)