



NELSON MANDELA SQUARE

SANDTON CITY

Terms & Conditions:

SANDTON CITY GIFT E-VOUCHERS

The use of Gift E-Vouchers available for purchase at www.sandtoncity.co.za ('Website') fall under the following terms and conditions:

- (1) Gift E-Vouchers purchased through our Website will automatically be sent by electronic means to the email address you specify at the time of order.
- (2) Our Gift E-Vouchers include unique numbers and may not be tampered with - any tampering will invalidate the Gift E-Voucher. Only the original system generated email with unique E-voucher number will be accepted for redemption and issue of a Gift Card at the Information Kiosk.
- (3) Visit our Information Kiosks with the Gift E-Voucher email and the allocated value will be loaded on a Gift Card, redeemable across Sandton City Shopping Centre or anyone of our linked retail shopping centres.
- (4) As the Sandton City Shopping Centre Gift Card is a Mastercard debit card, FICA legislation prevents us from redeeming a Gift E-Voucher without obtaining the bearer's: (4.1) ID Book or Driver's license (South Africans) (4.2) Valid passport (Foreign Nationals) - unfortunately, international driver's licenses cannot be accepted (4.3) Full Name (4.4) Contact Number.
- (5) When ordering an online Gift E-Voucher, you should ensure to enter the recipient's email address correctly.
- (6) We cannot be held responsible if the recipient's email address is entered incorrectly and someone other than the intended recipient receives and redeems the Gift E-Voucher.
- (7) All Gift E-Vouchers are dated and expire six (6) months from the date of issue if not redeemed for a Gift Card.
- (8) Gift E-Vouchers cannot be exchanged for cash or used for purchase of any goods or items - an E-voucher is not a Gift Card. The Gift E-voucher must be redeemed for a Gift Card to be used for purchases.
- (9) We are not responsible if a Gift E-Voucher receipt is lost, stolen, destroyed or used without permission and no replacement will be provided in these circumstances.
- (10) Once a Gift E-Voucher is redeemed, the terms and conditions applicable to Gift Cards will apply - please see below.



GIFT CARD TERMS AND CONDITIONS & GENERAL INFORMATION

1. Purchasers must provide an identity document or drivers licence and foreign nationals must show a valid passport (unfortunately international driver's licenses cannot be accepted) and Contact Number when buying a Gift Card or redeeming a Gift E-Voucher purchased online. We will decline to issue a Gift Card if the purchaser of a Gift Card or bearer of a Gift E-Voucher receipt cannot give us a satisfactory proof of identity.
2. The Gift Card will be activated with a rand amount selected by you & shown on the receipt. You can choose an amount between R100 and R5000 to be loaded onto the Gift Card. You can use the Gift Card anywhere in the shopping centre where MasterCard is accepted. **A fee of R17,40, subject to change without prior notice, may be charged per transaction if the Gift Card is used outside of the prescribed shopping centres.** You cannot draw cash from bank tellers or merchants or ATM's with a Gift Card. We may choose to revoke your card at any time if you do not comply with the terms and conditions and acceptable use. The Gift Card is not reloadable. Gift Cards are non-refundable and may not be exchanged for cash or credit. We will not be liable if a supplier or merchant refuses to accept the Gift Card for an intended purchase.
3. The Consumer Protection Act, legislates a validity period of three years for gift cards. The Gift Card will expire when the full value is redeemed or on a date three years after the date of issue, whichever is the earlier. The Gift Card will be closed on the expiry date & the value remaining on the Gift Card will not be refunded to you unless you make a request to us in person and within a reasonable time period of the expiry date in which case we will re-issue a new Gift Card, subject to these remaining terms and conditions, for the remaining value. Only the person whose signature is on the Gift Card can use it. Sign the Gift Card in ink as soon as you receive it. The Gift Card must be cut in half once the funds have been spent or after the expiry date. We will not issue any correspondence or statements in respect of the monies used or balance remaining on a Gift Card. We will always be the owner of the physical Gift Card. We reserve the right to limit the number of Gift Cards a customer may purchase.
4. You will not be able to use the Gift Card to purchase goods or services over the telephone or Internet or pay toll-fees. When you use the Gift Card you must sign a transaction slip. When you use the Gift Card, we will process the transaction against your available card balance. Merchants are responsible for transactions & are independent of shopping centre management, Tutuka & Standard Bank; all of whom are not liable if the merchant does not accept the Gift Card or if you have complaints about goods or services paid for with the Gift Card. We are not responsible for any loss arising from any failure, malfunction of electronic



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facilities or delay in point of sale device or our supporting or shared networks, where applicable, resulting from circumstances beyond our reasonable control. No warranties, purchase protection, insurance, other promises or services are provided. Once you have paid for a transaction with the Gift Card, you cannot stop payment of the transaction. You are responsible for keeping track of the transactions on your card. The Card will not be protected with a PIN. It will be your responsibility to prevent unlawful use of the Gift Card.

5. You will not be charged transaction fees for using the card within the shopping centre & you will not be paid interest on funds in the card.
6. If you lose your card or if it is stolen you must contact us immediately to stop/block the Gift Card or you may lose all funds in your card. Call 0861 114 093 if you lose your card or it is stolen.
7. Card statements are balances can be requested by calling the Tutuka Customer Support Centre on 086 110 1210 or by SMSing the card number to 34246 (VAS rates will apply for all SMS balance enquiries) or by accessing <https://www.whatsonmycard.com/> and entering your card number.
8. Gift Cards may be purchased or Gift E-Voucher emails may be redeemed for a Gift Card at the following Information Kiosk points at Sandton City Shopping Centre:

Information Kiosk 1 – Level 4 Fountain Court

Information Kiosk 2 – Level 6 Woolworths court

Information Kiosk 3 – Level 5 Banking Mall
9. We may change these terms & conditions without giving you notice. You may not change these terms & conditions.