

THE REJUVENATION HOUSE

Gift Card Purchase, Redemption & Security Policy

Effective Date: 2021__

1. Purpose of This Policy

The Rejuvenation House is committed to providing a secure and transparent gift card purchasing and redemption process. This policy explains the proper use of gift cards, the importance of retaining redemption information, and the procedures for addressing lost or unavailable gift card credentials.

2. Gift Card Purchase & Presentation

Customers purchasing a gift card may choose to receive a physical plastic gift card for gift presentation. The physical plastic card is intended to be given to the recipient and is not, by itself, the digital redemption credential required by our electronic medical record (EMR) system.

The actual gift card redemption information is provided with the purchase receipt and may include:

A unique gift card number or redemption code.

A secret key or security credential.

The original purchase amount.

The applicable terms and expiration information.

Customers are responsible for providing the recipient with the information necessary to redeem the gift card.

Customers who purchase gift cards as gifts should ensure that the recipient receives the required redemption information along with the physical presentation card.

3. Redemption Requirements

To redeem a gift card, the required redemption credentials must be provided so that The Rejuvenation House can locate and verify the gift card in its EMR system.

The business may request the gift card number, secret key, receipt, purchase date, purchaser's name, or other reasonable information to help identify and authenticate the transaction.

A physical presentation card or bank statement, standing alone, may not contain the information needed to process a redemption in our system.

4. Safeguarding Gift Card Information

Customers are encouraged to retain their original receipt and keep their redemption credentials in a safe place.

Gift card numbers and secret keys are security credentials. They should be shared only with the intended recipient or authorized personnel when necessary for redemption.

The Rejuvenation House uses these credentials as part of its gift card verification process to help prevent unauthorized redemption and protect gift card balances.

5. Lost Receipts, Missing Codes & Verification Requests

If a customer loses a receipt, gift card number, secret key, or other required redemption information, the customer should contact The Rejuvenation House for assistance.

Our staff will make reasonable efforts to locate and verify the original transaction using available business records and the information provided by the customer.

Verification may require the purchaser's name, approximate purchase date, payment records, or other supporting documentation. A bank statement may help establish that a payment occurred but may not, by itself, establish the remaining gift card balance or provide the credentials required by our EMR system.

If the gift card cannot be located or authenticated, redemption may be delayed while additional verification is pursued. The Rejuvenation House will review available records and applicable legal requirements before determining what options may be available.

A missing redemption code does not automatically establish that the underlying balance has been forfeited.

6. Expiration Terms

Any expiration date and applicable terms will be disclosed at the time of purchase and provided with the gift card documentation.

All expiration terms will be administered in accordance with applicable federal and Indiana law. Where the law provides a longer period for the validity of gift card funds than the printed expiration date, the applicable legal requirements will control.

Customers are encouraged to review the expiration information provided with their purchase and contact The Rejuvenation House with questions.

7. Gift Card Balances & Transaction Records

Gift card balances and redemption eligibility must be verified using available business records and applicable system procedures.

A purchase receipt or payment record may help establish the original transaction but does not necessarily establish the current unused balance.

The Rejuvenation House will review available records when a customer requests assistance with a disputed or unverified gift card.

8. Customer Communication

The Rejuvenation House welcomes questions and concerns regarding gift card purchases and redemption.

Customers are asked to communicate respectfully with staff and management while concerns are being reviewed. The business will make reasonable efforts to address disputes professionally and consistently.

9. Policy Acknowledgment

By purchasing a gift card, the customer acknowledges receipt of the applicable gift card documentation and understands that the digital redemption credentials must be retained and provided to redeem the gift card through our system.

Nothing in this policy is intended to waive or limit any rights or protections afforded to consumers under applicable law.

The Rejuvenation House