

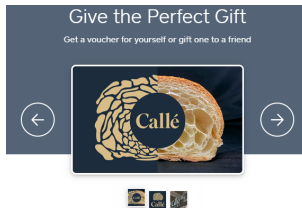
**Calle Bakery - Carlton North**

649 Rathdowne Street, Carlton North, Victoria, 3054  
Ph: (03) 9348 4680

**Calle Bakery - Northcote**

229 High street Northcote, Victoria, 3070  
Ph: (03) 9653 4157

V2026.1



## **Calle E-Gift Card FAQ:**

Electronic gift cards are a wonderful way to share the love of Calle products with your family, friends and whomever you wish to share with. By clicking on the link to our secure site (Payment Card Industry Data Security Standard (PCI DSS)) you can easily purchase and send the electronic gift card so your loved ones can visit Calle, make a purchase and pay for their purchase with the e-gift card. Here are some frequently asked questions to help you with your purchase. Please do not hesitate to contact our staff:

**Carlton North store** by email [info@calle.com.au](mailto:info@calle.com.au) or by calling us on +613 9348 4680.

**Northcote store** by email [ruelle@calle.com.au](mailto:ruelle@calle.com.au) or by calling us on +613 9653 4157.

### **1. How to I purchase a Calle e-Gift card?**

- a. Using your mobile phone or computer, head to this secure link:
  - i. Carlton North store: <https://squareup.com/gift/MLYSTTFS6A56E/order>
  - ii. Northcote store: <https://app.squareup.com/gift/MLHM2Z3QQZDCS/order>
- b. Select type of card, Individual, multiple or group
- c. Select or enter a custom amount
- d. Enter your details: Name, Email and personal message
- e. Enter the recipients' details: Name, email
- f. Select immediate or future delivery of the electronic gift card
- g. Proceed to checkout through our secure checkout
- h. Currently Pay by Card or Google Pay is accepted only

### **2. Can I use my gift card at all stores?**

- a. No, you can only use the gift card at the store it was originally purchased from. So if it was purchased from Carlton North, then it can only be used for instore or online purchases from Carlton North store only.

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**3. Do Calle e-Gift cards have an expiry date?**

- a. No they do not, once purchased the amount in the card can be used to purchase Calle Bakery products, either in-store or in future on-line. Please ensure they are used at the store that has the e-gift card purchased from.

**4. What are the terms and conditions of Calle e-gift card?**

- a. Electronic gift cards are not refundable
- b. Electronic gift cards are not transferable
- c. Value of the electronic gift card does not expire
- d. Balance of the card can be checked online using the original link supplied on purchase
- e. No change will be issued for unused portion of the card – see point 7
- f. E-Gift card can only be used at the store it was purchased from
- g. Please store and keep e-gift card details secure, we are not responsible for lost details, stolen or inability to access the e-gift card details

**5. Can I check my balance online?**

- a. Yes - Using the original details customer can check their balance online. Balance can also be checked in-store by providing the gift card number
- b. Proceed to this link and use the original details to login to check the cards balance: <https://profile.squareup.com/>

**Enter your gift card number to check your balance.**

GIFT CARD NUMBER	PIN ⓘ
<input type="text"/>	<input type="text"/>
<input type="checkbox"/> My gift card does not have a PIN	
<input type="button" value="Check Balance"/>	

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**6. Can I add more credit to the e-gift card?**

- a. Yes - Gift card can be loaded or topped up with more credit using the original link, requires gift card number, pin number and payment card information. (Similar to how it was originally purchased).

The screenshot shows a web form titled "Add money to your gift card." It includes input fields for "GIFT CARD NUMBER" and "PIN" (with a help icon). Below these is a checkbox labeled "My gift card does not have a PIN" and a "Check Balance" link. The "AMOUNT TO ADD TO CARD" section features five buttons: "\$20.00", "\$30.00" (which is highlighted), "\$50.00", "\$100.00", and "CUSTOM". There is also a field for "Add Discount code" and a "Continue" button at the bottom.

**7. How do I redeem the Calle e-Gift card?**

- a. E-gift card number must be presented on purchase.
- b. Card must have enough credit or a split transaction will be done – see point 7.
- c. Unused credit will remain in the card for future use

**8. Can I split my purchase between multiple forms of tender?**

- a. No change will be issued for unused portion of the card, but we do accept part payment and split amounts using other acceptable means instore (e.g. cash or card).

**9. What do I do if I have any issues with the E-Gift card?**

- a. You can contact us on the below and we will work with you to fix or correct the issue:

**Carlton North store** by email [info@calle.com.au](mailto:info@calle.com.au) or by calling us on +613 9348 4680 during business hours.

**Northcote store** by email [ruelle@calle.com.au](mailto:ruelle@calle.com.au) or by calling us on +613 9653 4157 during business hours.