

**Calle Pty Ltd**

ACN: ACN: 657 741 289

ABN: 84 657 741 289

Calle Bakery

649 Rathdowne Street, Carlton North, Victoria, 3054

Ph: (03) 9348 4680

**Calle E-Gift Card FAQ:**

Electronic gift cards are a wonderful way to share the love of Calle products with your family, friends and whom ever you wish to share. 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 by email info@calle.com.au or by calling us during business hours on +613 9348 4680.

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

- a. Using your mobile phone or computer head to this secure link: <https://squareup.com/gift/MLYSTTFS6A56E/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. 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.



Calle Pty Ltd

ACN: ACN: 657 741 289

ABN: 84 657 741 289

Calle Bakery

649 Rathdowne Street, Carlton North, Victoria, 3054

Ph: (03) 9348 4680

3. 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. Please store and keep e-gift card details secure, we are not responsible for lost details, stolen or inability to access to the e-gift card details

4. Can I check my balance online?

- a. 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/>

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

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

6. 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

7. 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 (e.g. cash or card)