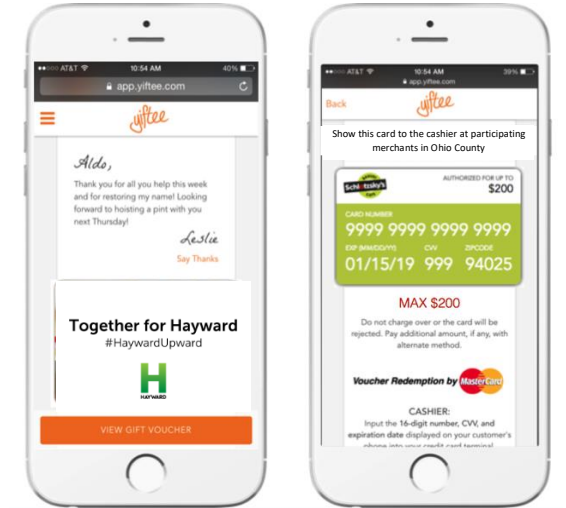




## How to redeem a Together for Hayward eGift Card

- 1) Customer presents a **Together for Hayward eGift Card** on a mobile device or printed on paper.
- 2) Process as a MasterCard (**credit card, not a gift card**) - key in the 16-digit code, CVV, zip code, expiration as required by your POS.
- 3) **DO NOT charge more than the prepaid amount**, otherwise the transaction will be declined. Online/mobile gifts always show the current balance. To check balance on a printed gift, go to <https://c.yiftee.com/check-gift-balance>.
- 4) To process a payment that **exceeds the eGift Card value**, enter the card value first, then use another payment method for the remaining



### FAQs:

- **Transaction DECLINED?** – eGift card will decline if you try to redeem more than the value of the card or any redemption information is mis-typed. Start transaction over with correct value and info.
- **Need to issue REFUND?** – Refunds can be applied to a valid (unexpired) card just as you would to a credit card.
- **MULTIPLE POS systems, do I need to run a NEW ACTIVATION CARD for EACH?** – Yes. Please run a new Activation Card on each POS.
- **Does it function as a 'PRE PAID' credit card regarding AUTOMATIC TIPPING HOLD-BACKS?** – No. It can be redeemed for full value. You cannot do a "force post" to charge more than card value.
- **Since it's MASTERCARD, can it be REDEEMED ANYWHERE?** – No. They can only be redeemed at our participating locations who have run their "Activation Cards." If you change your POS or credit card processor, you will need to run a new Activation Card. Contact [support@yiftee.com](mailto:support@yiftee.com) for assistance.
- **FEE TO PURCHASE eGift Card?** – The gift sender pays \$1.00 plus 5% of the gift value. The gift recipient gets 100% of the gift value. The redeeming merchant pays a CNP Mastercard processing fee.
- **Can it be USED MORE THAN ONCE?** – Yes. They are multi-use and the current balance is always reflected on the digital voucher. They do not expire and Yiftee will send monthly reminders for the first year and quarterly thereafter.

**For assistance, contact: [support@yiftee.com](mailto:support@yiftee.com)**