



# Gift Voucher Terms of use

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## Yoco Merchant

### **“I am issuing the gift vouchers to my customers”**

Gift vouchers is a new payment method provided by Yoco. By activating this feature through the Yoco App or in the Business Portal, the following terms and conditions apply:

- The Vouchers feature is a value-added feature offered by Yoco for no additional charge.
- The existing terms of the Merchant Agreement continue to apply to your use of this feature.
- When a gift voucher is purchased, these funds will be settled to you in accordance with Yoco’s existing settlement process.
- Fees will be charged in accordance with the Merchant Agreement and Yoco’s existing pricing model (<https://www.yoco.co.za/za/transaction-fees/>)
- No one customer may purchase more than a total aggregate of R10 000 in gift vouchers from you.
- You are required to redeem the full value of the gift voucher when presented with a valid voucher code by a customer. No partial redemptions are permitted.
- The gift voucher may only be redeemed in-store.
- The gift voucher is redeemable by the customer for up to 3 years from purchase, in accordance with applicable laws.
- You may not charge any additional fees to the customer when the gift voucher is redeemed.
- Your standard refund policy should apply to goods / services redeemed by the customer using the gift voucher.



- The gift voucher should be applicable to any goods / services that you offer. If you are not able, for any reason, to redeem the gift voucher, the gift voucher amount must be repaid to the customer in full.
- If the total value of the customer's purchase exceeds the value of the gift voucher being redeemed, the balance is required to be paid by using a credit/debit card or cash.
- The gift voucher may not be refunded or exchanged for cash or credit.
- These terms and conditions will be governed by South African law and any disputes will be subject to the exclusive jurisdiction of the courts of South Africa.
- Yoco shall have the right, at its sole discretion and at any time, to change or modify these terms and conditions, such change shall be effective immediately upon posting to this webpage.

## Consumer Terms

### **“I am redeeming a gift voucher that I purchased from a Yoco Merchant”**

Gift vouchers is a new payment method provided by Yoco. The following terms and conditions apply to your redemption of the gift vouchers:

- Once a gift voucher is purchased from a Yoco merchant, you will receive an email confirming your voucher code.
- Yoco is not liable for any claims due to the loss, unauthorised use or unauthorised distribution of the voucher code, once it has been issued to you.
- You can only redeem the gift voucher in-store with the relevant Yoco merchant.
- You may not purchase more than a total aggregate of R10 000 in gift vouchers from any one Yoco merchant.
- The gift voucher is redeemable for up to 3 years from purchase, in accordance with applicable laws.
- You may not be charged any additional fees when redeeming your gift voucher.



- The Yoco merchant's refund policy should apply to goods / services you are redeeming using the voucher code.
- The gift voucher should be applicable to any goods / services that are offered by the Yoco merchant. If they are unable, for any reason, to redeem the gift voucher, the gift voucher amount must be repaid to you in full.
- If the total value of your purchase exceeds the value of the gift voucher being redeemed, the balance is required to be paid by using a credit/debit card or cash.
- The gift voucher may not be refunded or exchanged for cash or credit.
- The gift voucher may not be used for any illegal transactions. It is your responsibility to determine whether a transaction is legal or not.
- These terms and conditions will be governed by South African law and any disputes will be subject to the exclusive jurisdiction of the courts of South Africa.
- Yoco shall have the right, at its sole discretion and at any time, to change or modify these terms and conditions, such change shall be effective immediately upon posting to this webpage.
- If the full value of your electronic gift voucher is not utilized on your first purchase, the balance will remain on your electronic gift voucher to be readable within the 12 months period.
- For a balance inquiry, once the voucher is utilized an email confirmation will be sent to you confirming the purchase as well as the remaining balance of the voucher.