

## Gift Card - Terms and Conditions

- Lifeline gift cards (**Gift Card(s)**) are issued by The Uniting Church in Australia Property Trust (Q.) represented by UnitingCare Community ABN 28 728 322 186 trading as Lifeline (**Lifeline**).
- Gift Cards entitle the holder to purchase goods from participating Lifeline Shops, Lifeline Superstores and Lifeline Book Shops. To find participating shops [click here](#).
- Gift Cards must be used in person by presenting the Gift Card to the cashier at time of purchase.
- The Gift Card may not be redeemed via the online shop or in over-the-phone transactions.
- You may not exchange the Gift Card for cash.
- Gift Cards are partially redeemable and any unused balance will remain on the Gift Card and cannot be redeemed for cash.
- The Gift Card will expire 5 years from the purchase date written on the back of the card. If this date is unclear, present the Gift Card at a participating shop for clarification.
- If you wish to make a purchase for an amount that exceeds the current balance on the Gift Card you must pay the difference in price between the balance of the Gift Card and the amount of the selected goods using another accepted payment method.
- Lost or stolen Gift Cards will not be replaced.
- A Gift Card may be reissued if it is proven to be faulty due to the manufacturing or activation process. This will be decided by the team at Lifeline Gift Card Support (for contact details please see below).
- Once the Gift Card value has been completely used, please destroy the card or allow it to be retained by the cashier to dispose of.
- Gift Cards are not able to be cancelled.
- Goods that are purchased using a Gift Card may not be returned in exchange for cash. You may only exchange for another item/s or be issued with another Gift Card to the same value as the goods you are returning.
- We reserve the right to change the Terms and Conditions at any time when the change is required. This may include adding or removing shops who are able to accept the Gift Card as payment.
- If you have reason to believe an error has occurred in relation to your Gift Card, please contact your nearest participating Lifeline Shop who will refer the matter to Lifeline Gift Card Support for investigation.
- Any complaints about the goods or services purchased with the Gift Card must be resolved with the relevant Shop Supervisor or their manager.

### Lifeline Gift Card Support

Email: [LLRetail-POS@uccommunity.org.au](mailto:LLRetail-POS@uccommunity.org.au)

Address: Lifeline Gift Card Support  
492 Bilsen Road, Geebung QLD 4034