



# YOR Health eGift Card Terms and Conditions

## General Terms

YOR Health eGift Cards are distributed by YOR Health. By visiting [www.yorhealth.com](http://www.yorhealth.com), you agree the laws of YOR Health govern these eGift Card Terms and Conditions. YOR Health reserves the right to change these Terms and Conditions to its discretion at any time.

## eGift Card Usage

YOR Health eGift Cards can be used as payment for any purchases through [www.yorhealth.com](http://www.yorhealth.com). You may use multiple eGift Cards to pay for a single order.

## eGift Card PV Value

When purchased, eGift Cards have no PV value; however, products ordered when eGift Cards are used for payment will carry their normal PV.

## Personalized Messaging

### Email Delivery

If you would like to add a personal message to an eGift Card, simply type your note in the message field to the right of the eGift Card preview when designing your card. Your note will be emailed to the Recipient along with the digital card.

### Print & Hand-Deliver

If you would like to add a personal message to an eGift Card, simply type your note in the message field to the right of the eGift Card preview when designing your card. Your message will be visible when the card is printed. Alternatively, you are able to leave the message field blank and handwrite your note after it has been printed. Refer to the complete eGift Card printing and folding instructions by clicking [here](#).

## Sending eGift Cards

### Sending on the Day of Purchase

If you choose to send your eGift Card instantly, it will be sent in real-time. However, depending on time zone, there could be a slight delay in delivery.

### Sending on a Future Date

The eGift Card alert message is sent to the Recipient on the date you choose - up to 12 months from the date of purchase.

### What is Sent

On the indicated date of delivery, a message is sent to the Recipient informing him/her of your gift, with a link to retrieve it online. The link in the email will direct the Recipient to a page showing the eGift Card you created, the gift amount, and the Card Code. This page also provides instructions for how to use the eGift Card and an option to print the page.

## Delivery Information

If the date on which you wanted your eGift Card delivered has passed and you have not received confirmation the eGift Card was sent, please contact Customer Care via the Online Ticketing System in YOR Office. You may need to refer to the Card Code.

## Sent Confirmation

When you send an eGift Card, you will receive an email notification saying your card was sent successfully. If you need a reminder of the gift you sent, you can click on the button in the email titled "View My eGift Card" to be taken to a preview.

## Opened Confirmation

You will receive a notification once your Recipient has successfully received and viewed the card that was sent.

## Recipient: Redeeming eGift Cards

If you received an email saying you have been sent a YOR Health eGift Card, click on the "View My eGift Card" button. You will be taken to a page where you can view the gift card, gift amount, Card Code, and remaining balance. Please treat this eGift Card like cash and safeguard it accordingly. If you do not plan on redeeming your card once the page opens, bookmark and/or print the page for reference. If the link does not open, there should be an alternate URL available in the email. If you are unable to view your card for any reason, please contact us at [egiftcards@yorcorp.com](mailto:egiftcards@yorcorp.com).

## Purchaser: Printing eGift Cards

### Downloading & Printing

Once you purchase an eGift Card and choose the Hand-Deliver method, you will receive an email containing a link to download and print the gift card you purchased. Click "Download & Print" to open a PDF and print the gift card. "Print Instructions" will open a PDF containing printing/folding instructions upon clicking. Click [here](#) to view the complete eGift Card printing and folding instructions.

### Printer & Ink Cartridges

Most standard office and household printers are equipped to print eGift Cards. Black/white ink is okay, but for best results, YOR Health recommends the use of colored ink.

It is important the Card Code is clear upon printing; if not, your Recipient may not be able to redeem the gift card. Installing a new ink cartridge should help solve this problem.

## Viewing Your Balance

To view your eGift Card balance, simply click on "View My eGift Card" in your verification email. Any unused portion of your gift card amount will remain as a balance for future use.

## eGift Card Codes

Each card has a unique Card Code created using random numbers and/or letters. The letters are not case sensitive (e.g., USD-H7A3DD-193D12 or AUD-H7A3DD-193D12).

## Payment Methods

YOR Health eGift Cards may be paid for with a valid VISA, MasterCard, Discover, or American Express card.

## eGift Card Currency

eGift Cards may be purchased in USD or AUD only. Example: If you are in Australia and would like to send an eGift Card to someone in the United States, you must first change your country to "United States" in the upper left hand corner on the drop-down menu when you are shopping at [gifts.yorhealth.com](https://gifts.yorhealth.com) before continuing with your purchase. The same applies if you are in the United States and would like to send an eGift Card to someone in Australia.

## Promo Codes

Promo Codes cannot be used to purchase eGift Cards. However, you can use a Promo Code and pay with an eGift Card in the same order.

## Returns, Exchanges, & Cancellations

If you wish to cancel an eGift Card purchase order - and the gift card has not been redeemed - please contact Customer Care via the Online Ticketing System in YOR Office. eGift Cards that have been redeemed (partially or in-full) may not be returned or exchanged.

## Requirements for eGift Card Purchasers

Please double check to make sure your Recipient's email address is correct and contact Customer Care via the Online Ticketing System in YOR Office if you suspect the Recipient did not receive his/her eGift Card. Should an email be returned to Customer Care due to inaccurate delivery information for the Recipient, a Customer Care representative will contact you for a valid email address.

## Expirations & Fees

There is no expiration date on your eGift Card. The YOR Health eGift Card has no fee and is backed by our long-standing commitment to you, our Customer.

## Lost or Stolen Gift Cards

### *Lost or Stolen*

If your eGift Card has been copied or stolen, contact [egiftcards@yorcorp.com](mailto:egiftcards@yorcorp.com) immediately. YOR Health eGift Cards will not be replaced if lost or stolen without the Purchaser's confirmation email as proof of purchase, and can only be replaced if funds have not been used.

### *Risk of Loss*

Ownership and eGift Card risk of loss passes to the Purchaser as soon as the confirmation email is sent to the Recipient.

## *Fraud*

Our state-of-the-art technology inhibits fraud, but you must safeguard your eGift Card for your own protection. If someone makes a copy of your eGift Card and redeems it for the full amount, your copy will have no value. If you suspect that someone has copied or stolen your eGift Card, contact [egiftcards@yorcorp.com](mailto:egiftcards@yorcorp.com) immediately. Any value that has not been used can be re-issued to you in a new eGift Card.

## Reasons for Failed Delivery

If the eGift Card has not been received or opened within a reasonable period after the requested delivery date, it may have failed due to any of the following:

- + Spam filter blocked email or routed it to a bulk/spam folder.
- + Recipient's firewall blocked the email.
- + Email inbox is over storage limit.
- + Invalid email address.

If you suspect any of these issues, please contact Customer Care via the Online Ticketing System in YOR Office.

## Limitation of Liability

You may not use an eGift Card to purchase other eGift Cards. YOR Health eGift Cards cannot be reloaded, resold, transferred for value, or redeemed for cash - except to the extent required by law. YOR Health and its affiliates make no warranties, express or implied, with respect to eGift Cards, including without limitation, any express or implied warranty of merchantability or fitness for a particular purpose. If an eGift Card Code is non-functional, your sole remedy, and YOR Health's sole liability, shall be the replacement of such eGift Card.

## Purchaser Customer Service

If you need assistance with any aspect of your purchase, please contact Customer Care via the Online Ticketing System in YOR Office.

## Recipient Customer Service

If you have a question about the ownership or use of your YOR Health eGift Card, please contact us at [egiftcards@yorcorp.com](mailto:egiftcards@yorcorp.com).

## YOR Health Privacy Policies

YOR Health eGift Cards are subject to YOR Health's Privacy Policy. YOR Health may provide eGift Card Purchasers with information about the redemption status of eGift Cards.