

Sunderland Gift Card FAQs

Sunderland Gift Card
sunderlandgiftcard.com

**Shopping
Dining
Playing
Staying
City of
Sunderland** **Enjoyment**

How do I accept the Sunderland Gift Card?

Card machine with swipe facility – swipe the Sunderland Gift Card through the machine and the sales value will be deducted from the card balance.

Card machine without a swipe facility – enter the card number, expiry and CVV on your terminal to complete the sale, as you would when taking a payment over the phone.

iZettle / Sumup – send a payment link to the customers mobile device via email, WhatsApp or any other messaging platform installed. Once the customer has entered the card details and confirmed the transaction, you should see that the transaction has been approved.

Online transactions – the customer enters the card number, expiry date and CVV on the payment page just like they would with any other debit or credit card.

Where can you buy the Sunderland Gift Card?

Gift Cards can be bought safely and from the comfort of your own home in values of £5 to £500 online at:

www.sunderlandgiftcard.com

Where can you spend the Sunderland Gift Card?

You can check all participating businesses by searching the retailer directory at: www.sunderlandgiftcard.com

How to check the balance on a Sunderland Gift Card?

Customer – the instructions of how to check the balance are written on the reverse of the card. Customers can call **0121 260 2849**, check online at www.getmybalance.com or scan the QR code to check their balance.

Till point – run an Ip transaction through your till using the gift card as the means of payment. On the receipt that prints out, the authorisation will show the balance.

An X will usually be used to show a decimal point, for example: 001X45 would show funds of £1.45 left on the card.

For all queries, contact: **0121 260 2849**

