

Gift Certificate Information

We wanted to explain better how our ELECTRONIC Gift Certificates are processed and work.

When a gift certificate is purchased, customer service is notified to verify the purchase of the gift certificate. This may take 24 hours to be finalized.

Gift Certificates are purchased just like any other item in our store. You can pay for them using the stores standard payment method(s). Once purchased and verified, the value of the Gift Certificate will be added to your own personal Gift Certificate Account. If you have funds in your Gift Certificate Account, you will notice that the amount now shows in the Shopping Cart box, and also provides a link to a page where you can send the Gift Certificate to some one via email. You will also notice if you go to your account, you can send your gift certificate from there.

How to Send Gift Certificates

To send a gift certificate you have already purchased, you need to be logged into your account. To send the gift certificate electronically to your friend or even to yourself to give a friend, you need to go to our Send Gift Certificate Page. You can find the link to this page in the Shopping Cart Box in the right hand column of each page once you are logged in and also in "My Account".

Screenshot:

Send Gift Certificate
Please enter the name, email address and amount of the Gift Certificate you wish to send. For more information, please see our Gift Certificate FAQ.

Your Gift Certificate Account
Your Gift Certificate balance is: \$25.00

Send Gift Certificate
Recipient's Name: Sue Smith
Recipient Email: kim@blackcrowdesigns.com
Amount to Send: 15.00
Your Message:
Dear Sue,
HAPPY BIRTHDAY!
I thought you might like to purchase some of the ebooks from Eternal Encouragement.
I thought they would make a wonderful birthday present for you!
Please Enjoy!

Back **Send Now**

This message is included with all emails sent from this site: IMPORTANT: For your protection and to prevent malicious use, all emails sent via this web site are logged and the contents recorded and available to the store owner. If you feel that you have received this email in error, please send an email to kim@blackcrowdesigns.com

When you send a Gift Certificate, you need to specify the following:

1. The name of the person you are sending the Gift Certificate to.
2. The email address of the person you are sending the Gift Certificate to.
3. The amount you want to send. (Note you don't have to send the full amount that is in your Gift Certificate Account.)
4. A short message which will appear in the email.

Please ensure that you have entered all of the information correctly, although you will be given the opportunity to change this as much as you want before the email is actually sent.

You will see a confirmation screen of what is being sent to your recipient .

Screenshot:

Send Gift Certificate Confirmation
You are sending a Gift Certificate worth \$15.00 to Sue Smith, whose email address is kim@blackcrowdesigns.com. If these details are not correct, you may edit your message by clicking the **edit** button.

Your Gift Certificate Account
Your Gift Certificate balance is: \$25.00

The message you are sending is:
Dear Sue Smith,
You have been sent a Gift Certificate worth \$15.00 by Kim Sample
Kim says:
Dear Sue, HAPPY BIRTHDAY!! I thought you might like to purchase some of the ebooks from Eternal Encouragement. I thought they would make a wonderful birthday present for you! Please Enjoy!

Edit **Send Gift Certificate**

This message is included with all emails sent from this site: IMPORTANT: For your protection and to prevent malicious use, all emails sent via this web site are logged and the contents recorded and available to the store owner. If you feel that you have received this email in error, please send an email to kim@blackcrowdesigns.com

From that screen you can either choose to edit or complete your process by sending the email.

Screenshot:

Gift Certificate Sent
Congratulations, your Gift Certificate has been sent.

Continue

Your Gift Certificate Account
Your Gift Certificate balance is: \$10.00
Would you like to send another Gift Certificate?
Send Another Gift Certificate

That email will give the message you typed to your recipient , as well as information on how to use your gift certificate. You can also send the entire thing to yourself to receive the code and print out this certificate to give personally to your friend.

Screenshot:

Congratulations, You have received a Gift Certificate worth \$10.00

This Gift Certificate has been sent to you by Kim Sample with a message saying:

Hi, Sue

Dear Sue,
HAPPY BIRTHDAY!!

I hope you enjoy all the wonderful products you can get at this store. Please enjoy your birthday.

Love,
Kim

To redeem this Gift Certificate, please click on the link below. Please also write down the Redemption Code: e1cd54513e just in case you have problems.

To redeem please click here
http://zendemo.bod1.net/index.php?main_page=gv_redeem&gv_no=e1cd54513e

If you have problems redeeming the Gift Certificate using the automated link above, you can also enter the Gift Certificate Redemption Code during the checkout process at our store.

Buying with Gift Certificates

If you received a gift certificate from someone for our store and you would like to use it, you should have received an email with the a link and a redemption code. The information would appear like this:

To redeem this Gift Certificate, please click on the link below. Please also write down the Redemption Code: e1cd54513e just in case you have problems.

To redeem please click here
http://www.domainname/index.php?main_page=gv_redeem&gv_no=e1cd54513e

If you have problems redeeming the Gift Certificate using the automated link above, you can also enter the Gift Certificate Redemption Code during the checkout process at our store.

It is probably a good idea to print out this email for future reference.

When you click on the link in the email you received, you will be able to access the monies available during checkout. You can now redeem the Gift Certificate in two ways.

At the checkout stage, an extra box will appear. Enter the amount to apply from the funds in your Gift Certificate Account.

Screenshot:

Gift Certificates

To use Gift Certificate funds already in your account, type the amount you wish to apply in the box that says 'Apply Amount'. You will need to choose a payment method, then click the continue button to apply the funds to your shopping cart.

If you are redeeming a new Gift Certificate you should type the number into the box next to Redemption Code. The amount redeemed will be added to your account when you click the continue button.

Redemption Code

Apply Amount:

Available balance: \$10.00

Please note, you will still have to select another payment method if there is not enough in your Gift Certificate Account to cover the cost of your purchase. If you have more funds in your Gift Certificate Account than the total cost of your purchase the balance will be left in your Gift Certificate Account for the future.

Redeeming Gift Certificates

If you receive a Gift Certificate by email it will contain details of who sent you the Gift Certificate, along with possibly a short message from them. The email will also contain the Gift Certificate Redemption Code. It is probably a good idea to print out this email for future reference. You can now redeem the Gift Certificate in two ways.

1. By clicking on the link contained within the email for this express purpose. This will take you to the store's Redeem Gift Certificate page. You will then be requested to create an account, before the Gift Certificate is validated and placed in your Gift Certificate Account ready for you to spend it on whatever you want.
2. During the checkout process, on the same page that you select a payment method there will be a box to enter a Redemption Code. Enter the Redemption Code here, and click the Redeem button. The code will be validated and the amount added to your Gift Certificate Account. You can then use the amount to purchase any item from our store.

We hope this helps you understand how Gift Certificates can be used.