

Terms & Conditions

These conditions apply to use of the Reward Codes and Digital Rewards that are issued by Edge Loyalty ABN 96 138 299 288.

“Reward Code” – The code used at online to redeem for your chosen Digital Reward. This is an 8 character, unique alphanumeric code that can only be used once.

“Redeem” - To enter the Reward Code on a redemption website and complete the redemption/registration process.

“Digital Reward” - The gift card or ticket that is emailed to the recipient upon redemption of a Reward Code.

1. Victoria law applies to this agreement. By entering into this agreement you unconditionally submit to the jurisdiction of the courts of Victoria.
2. Reward codes may be used to redeem for Digital Rewards that can be used to purchase goods or services at the nominated retailer in Australia, when the gift card has enough unused value to make the purchase and is within the nominated expiry period.
3. Your Reward Code must be redeemed for a selected reward prior to any use at the selected retailers. Redemption instructions will be provided with your chosen Digital Reward. You must refer to the instructions provided.
4. Your Reward Code must be activated by the specified code expiry date. The exact date will be noted with delivery of the Reward Code, either via regular mail or email. Codes expire 11:59 AEST on the nominated expiry date of the Reward Code
5. Digital Reward selection may be from a number of digital or physical retail gift cards, or alternative reward products. Once your reward is selected, it is subject to the terms and conditions of the selected reward as outlined on the digital or physical product issued. Each reward types vary with redemption process, terms and conditions and instructions of use.
6. The selected Digital Reward cannot be redeemed for cash, reloaded, returned for a refund, have their balances consolidated to a new gift card, or be replaced after expiry and are not legal tender, account cards, credit or debit cards or securities.
7. Keep your Digital Reward secure. If your Digital Reward is lost, or you suspect an unauthorized transaction, immediately report this by calling 1300 737 968. We may be able to stop gift card value being used, but require the card number, reward or redemption details.
8. If you have a query or complaint about the Digital Reward, please raise it through any of our contact channels. We are not liable for the availability, quality or fitness for purpose of any goods or services purchased with the Digital Reward.
9. If you think there has been an incorrectly processed transaction on your Digital Reward please contact the store where the mistake was made. We are unable to reverse any approved transactions.
10. We are committed to safeguarding information that is provided to us. When you redeem your Reward Code, we collect information that is required to administer the reward delivery. This information is collected solely to support the administration of the gift card.
11. The customer assumes all responsibility for obtaining authorisation to use trademarked or copyrighted artwork as a part of their Digital Reward design.