



QUESTIONS AND ANSWERS

WHAT IS THE MINIMUM AND MAXIMUM VALUE WHICH CAN BE LOADED ONTO A GIFT CARD?

The minimum amount you can load onto a card is £30 and the maximum value is £300. You can choose the value you wish to buy online, or you can top your card up in store. Any amount over £300 must be topped up in person at one of our stores.

HOW LONG DOES A GIFT CARD LAST?

Balances are valid for 12 months following initial top up or latest activity on the card.

CAN I BUY A GIFT CARD IN YOUR STORES?

Yes, you can purchase a Gift Card in any Pall Mall Barbers store.

CAN I BUY A GIFT CARD ONLINE?

Yes, you can buy a gift card online. The minimum top up amount is £30, and you can top up any amount to £300. You cannot top up an existing card or check your balance online at present. To arrange a top-up or to check your balance, please call one of our stores or send us an email at info@pallmallbarbers.com

Gift cards cannot be redeemed on orders placed online. However, the gift card is redeemable in all our stores, and can be redeemed on any products or services. The value of your gift card is in GB pounds sterling.

Upon using your PMB gift card, the purchase amount will be deducted from the balance. The remaining balance is stored on the card. As such, no change will be given. The remaining balance may be applied to future purchases. You may obtain the information about the remaining balance on the card in participating stores, by phone and by emailing info@pallmallbarbers.com

CAN I USE THE GIFT CARD IN ALL STORES?

Yes, you can redeem your gift card on any service or product across all PMB stores.

CAN I 'TOP UP' MY GIFT CARD ONCE I HAVE SPENT THE INITIAL VALUE?

Yes. Your card balance can be topped up. This can only be done in store only at present.

CAN I CHECK THE BALANCE ON A GIFT CARD?

Yes, you can check your balance at any of our stores, by phone, or by emailing info@pallmallbarbers.com

CAN I PAY FOR A PURCHASE WITH PART GIFT CARD PAYMENT AND PART CASH / CREDIT CARD PAYMENT IN STORES?

Yes, you can. Just explain to the team member at the point of payment.



QUESTIONS AND ANSWERS

WHAT DO I DO IF I'VE LOST MY GIFT CARD?

Unfortunately, we cannot replace any lost cards. The Gift Card should be treated as cash. Any remaining balance on lost gift cards will unfortunately be lost. However, if you have an original Gift Card receipt and know the card number, you can contact us and we will block that card as lost and, if enough information is provided to trace the card balance and confirm ownership of the gift card without any doubt, we may (only when 100% satisfied with ownership/balance checks) transfer the remaining value onto a new card. In such a case, this can be done in one of our stores or by emailing us the relevant initial information to info@pallmallbarbers.com to resolve the issue. We may require proof of identity, receipts, etc. and may require such information to be provided in person.

WHAT HAPPENS IF MY GIFT CARD DOESN'T WORK?

In rare instances, Gift Cards may sometimes not work. There are 2 main reasons:

- Your Gift card may have expired. We cannot accept expired gift cards, unless in exceptional circumstances (preapproval from the management will be required). Such exceptional approval can only be offered in cases where the expiration date is a few days.
- Potentially, the Gift Cards can become damaged which prevents the till from reading the information on the card (ie: the scanner cannot read the barcode on the reverse of the card). If sufficient information is provided, someone should be able to help you (at the store) to transfer the balance to a new card.

CAN I GET A REFUND AFTER I HAVE PURCHASED MY GIFT CARD?

Apart from requesting a refund within the 14 days of the online purchase (online only, where the balance was not used and sufficient proof of purchase is provided), gift cards are non-refundable. You can email us at info@pallmallbarbers.com to clarify if a refund may be possible. If you are not satisfied with any service or product provided, please let us know and we may arrange for a replacement service/product to ensure your full satisfaction.

DO THE GIFT CARDS EXPIRE AND WHAT HAPPENS IF MY GIFT CARD DOES EXPIRE?

Pall Mall Barbers Gift Cards are valid for 12 months from the last transaction. If there has been no activity on your card for 12 months or more then the card will expire and any remaining balance is removed as the card is considered as 'no longer in use'.

CAN YOU DELIVER CARD BY POST?

Please allow 5 days for delivery of your Gift Card. We use Royal Mail Signed For® 1st Class to deliver your order. Please note that we offer free shipping on all orders above £85 to the UK & Channel Islands.

CAN I PLACE AN ORDER FROM OUTSIDE OF THE UK?

You may be able to place an order from outside of the UK. If you wish to enquire about delivery to another country, please contact us with details so we can investigate this possibility. Please note: for deliveries outside of the UK, please review the details for the expected shipping fees here www.pallmallbarbers.com/shipping-costs