

PURCHASE

What forms of payment do you accept for purchase of a DSW Gift Card?

We can accept VISA, MasterCard, American Express, and Discover.

Are there any fees associated with the purchase of a Gift Card?

No, there aren't any fees.

How many gift cards may I purchase online?

You may purchase an unlimited number Gift Cards/eGifts; however, the total value of Gift Cards purchased may not exceed \$500 in one order.

Can I buy a DSW Gift Card and have you send it to someone else?

Yes. We can ship your DSW gift card to anyone with a valid street address within the 50 United States or you can purchase an eGift and have it emailed or text to your recipient.

Can I purchase a gift card or eGift with other DSW merchandise in the same transaction?

Not at this time. To buy DSW merchandise, you will need to go to dsw.com and make the merchandise purchase in a separate transaction.

How are Gift Cards delivered and what does the recipient receive?

Gift Cards are sent inside a greeting card. The recipient's name, sender's name, your personalized message and the Gift Card amount are printed inside the greeting card.

What is an eGift?

It's the perfect gift any time of the year. Select the amount you would like to give (between \$5 and \$500) and select the date you want to send it. We e-mail or text it to the recipients. It's that simple!

How are eGifts delivered and what does the recipient receive?

Our eGift can be emailed or text to the recipient within hours and up to 24 hours of your purchase or scheduled for delivery on a specific date you choose. The email sent to the recipient includes a link to receive the eGift online. When the recipient opens the link, the eGift design you selected will be displayed along with the recipient's name, your personalized message, the eGift number, amount and instructions on how to redeem the eGift.

How far in the future may I choose to send an eGift?

You may select to send an eGift to a recipient up to 60 days after the date of purchase. Your credit card will be billed on the date of purchase.

What if I lose my eGift?

You should treat your eGift like cash. If you lose or misplace your eGift, immediately contact customer service at 1-866-379-7463.

Will my Gift Card or eGift expire or decrease in value?

No. DSW gift cards or eGifts don't expire or have additional fees. The gift card value will only reduce when it's used to make a purchase.

I bought a Gift Card or eGift online at dsw.com but my credit card statement does not say DSW.

The purchase of gift card or eGift is operated by DSW's third party partner, eGifter. Your credit card statement will reflect the name DSWeGifter for any DSW gift card or eGift purchase.

DELIVERY & REDEMPTION

What is the shipping time?

Shipping time will depend on the delivery method you select. Listed below are the delivery options:

Shipping

Standard Shipping	3-10 Business days	Free
Priority Shipping	3-5 business days, if order is received by 1:00 p.m. EST	\$6.65
Express Shipping	1 business day, if order is received by 1:00 p.m. EST	\$23.75

Orders received between Friday 1:00 PM EST and Monday 5:00 a.m. EST will be shipped on Monday.

Holiday Cutoff

Standard Shipping	1:00 p.m. EST on 12/13/19
Priority Shipping	1:00 p.m. EST on 12/17/19
Express Shipping	1:00 p.m. EST on 12/20/19

There is no shipping charge for an eGift.

Do I need to spend the exact amount on my Gift Card or eGift?

No. If your purchase is less than the amount of the value of the Gift Card or eGift, you can apply the balance towards your next purchase. If the value is greater than the card balance, you will need to provide an additional form of payment such as cash or credit card.

Can I return a DSW Gift Card or exchange it for cash?

Sorry. DSW gift cards or eGifts are not redeemable for cash unless required by law.

Can I reload my gift card?

Yes. You can reload a DSW gift card at any DSW store location. Although a DSW gift card can be reloaded, no more than \$500 of total value can be on a single card.

Where can I use my DSW Gift Card?

Gift cards can be redeemed in any US DSW store location or online at dsw.com.

Are Canadian Gift Cards available?

You may purchase Canadian Gift Cards by visiting a local DSW store in Canada. Canadian gift cards can only be redeemed at DSW Canadian store locations.

Online gift card information

Email: orders@dsw.com

Phone: 1-866-379-7463

Mailing address:

DSW Inc.

810 DSW Drive

Columbus, OH 43219

PROMOTIONS

I bought \$50, \$100, or \$75 in DSW gift cards November 1 – December 26, 2019. Where is my Bonus Card?

How it works?

1. Achieve eligibility for a FREE BONUS CARD, during your gift card purchase **November 1 – December 26, 2019**.
 - Buy \$50 in gift cards in a single order earn \$10 Bonus Card (November)
 - Buy \$100 in gift cards in a single order earn \$25 Bonus Card (November)
 - Buy \$75 in gift cards in a single order earn \$20 Bonus Card (December)
2. You will receive your Bonus Card in an email that will be sent to you on **December 29, 2019**.
3. Redeem Bonus Cards January 3–25, 2020.
4. Happy Shopping

BALANCE CHECK

How do I check by gift card balance?

There are three convenient ways to check your gift card balance: [online](#) by phone at 1-866-379-7463 or at the DSW store location. Simply enter your 19-digit gift card number and pin.

CORPORATE

Does DSW offer a discount for Corporate gift cards?

Yes. We offer volume discounts for large corporate orders for both physical and eGifts. [Click here](#) for more information.

Corporate gift card information

Email: CorporateGiftCards@dswinc.com

Mailing address:

DSW Inc.
810 DSW Drive

Columbus, OH 43219

Attention: Marketing\Gift Card Sales