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## Buy and Send Gift Cards

### What is an Oxford Digital Gift Code?

An Oxford Digital Gift Code can be purchased online for yourself or as a gift for someone special. The code holds a set value that can then be redeemed at one of our Oxford shopping centres for an Oxford Gift Card PLUS (physical gift card) which can then be used in most retailers across our shopping centres.

### How do I redeem an Oxford Digital Gift Code?

An Oxford Digital Gift Code must be redeemed in an Oxford shopping centre for a physical gift card in order to make a purchase at an Oxford retailer. The Oxford Digital Gift Code can be redeemed at Guest Services or at one of our Gift Card Vending Machines (COMING SOON!). You can print out your Oxford Digital Gift Code or bring it on your mobile device.

### Can I use an Oxford Digital Gift Code in a retailer?

No. Oxford Digital Gift Codes need to be redeemed at Guest Services or one of our Gift Card Vending Machines in one of our Oxford shopping centres for a physical gift card to transact at a retailer.

### In what amounts are Oxford Digital Gift Code available?

Oxford Digital Gift Code denominations range from \$10 to \$9,000 and go up in \$10 increments. For convenience, you can purchase multiple gift cards in a single transaction even if you're sending them to different people.

### I'm giving an Oxford Digital Gift Code as a gift -- can I add a photo and a personal message?

Yes, you can. Special occasions become even more memorable when you type a personal note and upload a photo or video to accompany your Oxford Digital Gift Code.

### How can I check the balance of a Oxford Digital Gift Code?

To check the balance of your Oxford Digital Gift Code bring it to any Guest Experience booth at an Oxford shopping centre, or call 310-6299.

### How -- and how quickly -- will I receive my Oxford Digital Gift Code?

Oxford Digital Gift Codes can be sent instantly or scheduled for a specific delivery date and time. While the payment approval process may not be immediate, most transactions process quickly. Sometimes, email carriers or internet related issues can cause a delay. If you have any concerns, feel free to contact us at 416-865-3100 or email [maxsupport@oxfordproperties.com](mailto:maxsupport@oxfordproperties.com)

### Do all Oxford locations accept Oxford Digital Gift Codes?

Oxford Digital Gift Code must be redeemed for a physical plastic gift card at one of our 10 shopping centres across Canada. Once redeemed for a physical card it can be redeemed at most retailers in our shopping centres, select office towers, select hotels and at Porter Airlines. For a complete list please click [here](#).

### Do Oxford Digital Gift Codes expire?

No, there's no expiration date -- buy them now, use them any time.

### Can an Oxford Digital Gift Code be returned?

Oxford Digital Gift Code cannot be returned or redeemed for cash unless required by law.

### Can someone else use my Oxford Digital Gift Code?

Yes, simply have the Oxford Digital Gift Code sent directly to someone else's email at the time of purchase. Or, regift it to someone else by forwarding the email you received. Alternatively, you print the Oxford Digital Gift Code and give it to someone else. Please note: the Oxford Digital Gift Code can only be redeemed one time.

### Do I need a special printer -- and is color printing required?

No, if you choose to print the Oxford Digital Gift Code any standard printer will work -- and any Oxford mall location will accept the Oxford Digital Gift Code whether it is printed in color or black-and-white.

## Group Gifts

### What is Group Gifting?

Group gifting is just like "chipping in"—sharing the cost of a gift with friends or family instead of paying for the entire gift yourself. Collected contributions are pooled together and the gift recipient receives an Oxford Digital Gift Code for the total value of all contributions.

### What happens if we don't collect enough money to reach our goal? Or we collect too much?

This is not a problem! Regardless of whether you reached, exceeded or fell short of your goal, the recipient will receive an Oxford Digital Gift Code for the total amount collected.

### How do I keep track of the goal amount for a group gift that I organize?

As each invitee contributes to the group gift, the notification email we send will indicate the goal, along with the current amount contributed. At any time, you can visit your Group Gift Management screen to track contributions.

### I started a group gift. How do I know when the people I invited make their contributions?

We will send an email each time an invitee contributes to the group gift. A notification will also be displayed on your Group Gift Management screen.

### Is there a limit on how many people can contribute to a gift card?

There is no defined limit on how many people can contribute to a group gift. However, total contributions to each group gift are limited to \$9,000.

### How do I invite people to contribute to the group gift?

All of this can be done by logging into your Group Gift Account and navigating to the Group Gift Management page. You can invite people through email, text, social media or via a sharable link. A link to access this page is included in each reminder email.

### Will the gift be kept a secret from the recipient?

Yes. The recipient will not receive a notification about the gift until the time that you have selected for delivery. At that time, they will receive an email or SMS inviting them to view the page where they will see the total gift along with personalized messages, videos and pictures from the contributors.

### How can I make changes to the group gift information?

You can make changes to the group gift information by logging into your Group Gift Account and navigate to the Group Gift Management page. A link to access this page is included in each reminder email.

### How will I know if the recipient has claimed the gift for a group gift that I organize?

We will send an email notification when the recipient claims the group gift. We will also send a notification if the recipient has not claimed the gift after a period of time. Should that occur, you will be given the chance to send a reminder email to the recipient.

### How long do you have to wait to use an Oxford Digital Gift Code after it is "Claimed"?

Oxford Digital Gift Code can be used immediately after they are claimed, and they do not expire.

### Who can view the amount of each contribution?

Only the gift organizer sees the amount of each contribution. The gift recipient and their friends will only see the total amount of the Oxford Digital Gift Code, even when more than one friend has contributed.

### As the delivery date approaches, what can I do if the goal has not been reached for a gift that I organized?

You will be sent periodic reminders via email as the delivery date for the group gift approaches. The reminders will include the goal amount and the amount contributed to the gift as of that date. If you feel that the goal will not be met, you can invite more friends to contribute, send reminders to invitees who have not yet contributed, or even extend the delivery date.

All of this can be done by logging into your Group Gift Account and navigating to the Group Gift Management page. A link to access this page is included in each reminder email.

## Corporate Orders

### How can I purchase Oxford Digital Gift Codes in bulk for my company?

Purchase Oxford Digital Gift Codes in bulk for your business or organization online. Once you apply for an account, we will notify you if you are approved. You will then have access to place bulk orders. You can choose to be sent a list of codes to distribute to your employees, or let us send an Oxford Digital Gift Code directly to the recipient with a personalized message on your behalf!

### What payment options are available?

Corporate orders can be paid for by wire transfer, ACH, cheque or credit card (fees apply).

### Is there a limit to purchasing through a corporate account?

There is no limit to make corporate purchases after you have been approved for your corporate account.

### How long will it take a corporate order to be processed/delivered?

Corporate orders will take up to 3 business days for approval once payment has been sent. Once approved, the codes can be sent immediately.

### One of my employees didn't receive their code. How can I get it resent to them?

Corporate orders are emailed to the recipient within hours and up to 24 hours of your purchase or scheduled for delivery on a specific date you choose.

If you need your Corporate order resent, please contact [egift@oxfordgiftcardplus.ca](mailto:egift@oxfordgiftcardplus.ca) with your Order Number (e.g., OCN123456) for resolution.

## Still need help? Contact Us.

The easiest and fastest way to get assistance is to call 310-6299.

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### Support Hours

Monday to Friday: 7:00am - 10:00pm ET

Weekends: 9:00am to 5:00pm

National Holidays: Limited Support

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For B2B inquiries, please contact [egift@oxfordgiftcardplus.ca](mailto:egift@oxfordgiftcardplus.ca)

## Tips for Safeguard and Protection

### Protect your Oxford Digital Gift Codes like cash.

We strongly recommend that you apply the same level of security precautions for your Oxford Digital Gift Codes as you do to protect your physical wallet, cash and credit cards. If you elect to print your gift card, keep it in your possession at all times.

Never give your Oxford Digital Gift Code number over the phone or online, especially to someone you don't know and trust.

### Protect yourself from Unauthorized Use.

Unauthorized use can occur from someone you know – or someone you don't.

Your account and password credentials should be safeguarded and protected at all times.

If you use a shared computer, extra precautions should be taken.

If you opt to print your Oxford Digital Gift Codes, please guard it closely at all times. If you purchased a physical gift card, the same type of safeguard vigilance applies.