

# Castle FARM

KENT, 1892

## CASTLE FARM GIFT CARD/E-GIFT VOUCHER TERMS & CONDITIONS

The Castle Farm Gift Card / e-Gift Voucher Code is not a cheque guarantee, credit or charge card.

The Castle Farm e-Gift Voucher Code can be activated with a minimum value of £10 to a maximum value of £100. The value added to the e-Gift Voucher must be in the same currency that the gift card is purchased in. The Castle Farm Gift Card can be purchased in either £25, £50, £75 or £100.

The Castle Farm Gift Card / e-Gift Voucher Code can be used to redeem against products in the Farm Shop, or in our online shop [castlefarmkent.co.uk](http://castlefarmkent.co.uk).

The Castle Farm Gift Card / e-Gift Voucher Code can be used as full or part payment. If the value of a purchase exceeds the value of the Castle Farm Gift Card / e-Gift Voucher Code then the remainder can be paid with a debit or credit card. If the value of the purchase is less than the value of the Castle Farm Gift Card / e-Gift Voucher Code the remaining balance goes onto the original the Castle Farm Gift Card / e-Gift Voucher.

The Castle Farm Gift Card / e-Gift Voucher Code cannot be used to purchase a Castle Farm Gift Card / e-Gift Voucher.

The Castle Farm Gift Card / e-Gift Voucher Code cannot be refunded.

The Castle Farm Gift Card / e-Gift Voucher Code cannot be exchanged for cash.

The Castle Farm Gift Card / e-Gift Voucher Code can be used against products, or tickets for workshops and events, however availability of tickets is not guaranteed. If using for a ticketed event, please ensure you purchase in plenty of time when tickets are released as our events sell out fast.

The Castle Farm Gift Card / e-Gift Voucher Code is valid for 12 months from the date of issue unless otherwise stated.

The e-Gift Voucher Code purchased online will be sent by email to the purchaser. The unique e-Gift Voucher code needs to be entered into the online store at checkout to redeem. e-Gift Voucher or QR code can also be used in The Farm Shop when shown to the team at check out.

The Castle Farm Gift Card purchased via the online store will be posted via Royal Mail, the delivery charge will be added at check out.

Any Castle Farm Gift Cards purchased in the Farm Shop will be presented with a Lavender Card and a copy of the Terms & Conditions.

If a Castle Farm Gift Card / e-Gift Voucher Code is lost or stolen, Castle Farm is only able to replace or reimburse the Castle Farm Gift Card / e-Gift Voucher Code if the original code can be identified and cancelled. Only the balance remaining when the Castle Farm Gift Card / e-Gift Voucher Code was reported lost or stolen will be reimbursed.

Castle Farm cannot be held responsible for the unauthorised use of a Castle Farm Gift Card / e-Gift Voucher where the Castle Farm Gift Card / e-Gift Voucher has been knowingly or unknowingly disclosed to another party.

If a product purchased with a Castle Farm Gift Card / e-Gift Voucher Code is returned, the value of the return will be refunded on to the Castle Farm Gift Card / e-Gift Voucher used for payment, providing the Castle Farm Gift Card / e-Gift Voucher Code is still active. If the Castle Farm Gift Card / e-Gift Voucher Code is inactive, a new Castle Farm Gift Card / e-Gift Voucher Code will be issued to the value of the returned item(s). If a refund is required for a purchase which was paid for using a Castle Farm Gift Card / e-Gift Voucher combined with another method of payment, the refund amount will be credited to the original or new Castle Farm Gift Card / e-Gift Voucher in the first instance, and if the total to be refunded is more than originally paid using the Castle Farm Gift Card / e-Gift Voucher Code, any outstanding balance will be refunded to the other payment method used.

The Castle Farm Gift Card / e-Gift Voucher remain the property of Castle Farm who has the sole right to cancel a Castle Farm Gift Card / e-Gift Voucher if deemed necessary.