



COFFEE TIME FAQ

What is the Coffee Time gift card?

The Coffee Time gift card is a reloadable gift card used toward in-store purchases at participating Coffee Time cafes. It is the convenient and easy way to pay!

Where can I get the Coffee Time gift card?

The Coffee Time gift card is currently available at participating Coffee Time throughout Canada.

Why should I register my Coffee Time gift card?

By registering the card online, you can access your account balance, reload the card and also run multiple cards on your profile for your children or other family members.

Is the Coffee Time card accepted at the Coffee Time locations that are overseas?

No, Coffee Time cards are only accepted at participating locations in Canada.

Does my Coffee Time gift card expire?

The card does not have an expiry date, however, if the card has had a zero balance for a two year period it is deemed inactive and cannot be used.

What fees are charged to my card?

No fees are charged to your card.

How can I protect myself from fraud when purchasing a gift card?

It is very important that you purchase your card directly from a participating location or from Coffee Time head office directly. We do not sell them online but will in the future. There are no other sources of purchasing these cards.

What happens if I don't have enough money on my card to pay for my purchases?

The balance of your card can be put towards your purchase and the remainder can be paid by cash or credit card (where accepted).

Why is my balance different than I thought?

It's possible that you've forgotten a visit or purchase. You can check your card's remaining balance online or by calling the **1-800-242-5353** number on the back of your card.

Can I redeem my card for cash?

The value remaining on a gift card may not be redeemed for cash at a Coffee Time café unless required by law. Cards do not have any cash value.

COFFEE TIME CARD USE

How do I use my card?

Just ask your server for a Coffee Time gift card and decide on the amount you wish to be loaded onto the card. Once your card is loaded, you can swipe it to pay for purchases both in-store and at the drive thru at participating locations. Each time you use the card, the amount of your purchase will be deducted from the balance remaining. The new balance will be displayed on the reader. You will also be able to see your remaining balance on the receipt.

How do I report a lost or stolen Coffee Time Card?

If your card has been registered and is lost or stolen, please call **1-800-242-5353** immediately or email us at giftcard@coffeetime.com. You will need to provide your card number and answer questions concerning recent activity on your account. Upon verification, we can freeze your remaining balance and transfer the remaining balance to a replacement card that will be mailed to you. Please note that the remaining balance of an unregistered card cannot be replaced even if we are notified of its loss or theft. At all times, please treat your card like cash.

RELOADING YOUR GIFT CARD

How do I reload my Coffee Time card?

The card is reloadable by simply presenting your card at a participating Coffee Time cafe and asking the server to reload it with whatever dollar amount you choose. If the card is registered, you can also reload online, using a credit card. Please note that if you are reloading online, the minimum dollar value that can be loaded is \$10 and the maximum total value on your card cannot exceed \$50.

What methods of payment are available in-store and online?

The major credit cards that are accepted are Visa and MasterCard. Debit is also accepted only in the locations.