

CONSUMER AFFAIRS

Gift Vouchers

Gift vouchers are a popular present and are often donated by retail traders, restaurants, hotels, tour operators and other service providers as prizes for fundraising events such as raffles and quiz nights.

Key points when purchasing or accepting gift vouchers

Gift vouchers, even those which are donated as prizes, are a contract. The recipient has the right to receive goods and/or services to the value nominated on the voucher. The recipient is also bound by any conditions specified on the voucher.

The voucher should state clearly any conditions applying to its issue, including

- the value of the voucher;
- the validity period (expiry date); and
- any restrictions on its use.

Consumers should ensure that the retailer or service provider follows the above principles when issuing gift vouchers. This will prevent disputes which might arise between the voucher recipient and the trader, especially if there is no expiry date or conditions written on the voucher.

The trader has the right to insist that the entire voucher be spent within the store.

Follow a few general rules and your gift will bring joy – not heartache

For further information contact Consumer Affairs

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