

## Apple Premium Reseller Gift Card - FAQ

### **1. What is an Apple Premium Reseller Gift Card?**

The Apple Premium Reseller (APR) Gift Card is a versatile and unified digital gift card, accepted at select Apple Premium Partner, Apple Premium Reseller, and Apple Authorised Reseller stores across India. Redeemable at over 500 stores nationwide.

### **2. Where are these Gift Cards accepted?**

These Gift Cards are accepted exclusively at select Apple Premium Partner, Apple Premium Reseller & Apple Authorised Reseller stores across 500 points of sale (stores) pan India.

### **3. How can a customer locate a nearby APR store?**

The customer can find a nearby store via link: <https://apr-store-locator.razorpay.com/>

### **4. Are APR Gift Cards accepted on online APR platforms?**

These Gift Cards are accepted only at physical select Apple Premium Partner, Apple Premium Reseller & Apple Authorised Reseller stores across 500 points of sale(stores) pan India.

### **5. Are APR Gift Cards accepted globally?**

APR Gift Cards are accepted exclusively at select Apple Premium Partner, Apple Premium Reseller & Apple Authorised Reseller stores across 500 points of sale pan India.

### **6. Will there be a physical voucher?**

No, only digital E-Gift Cards are available as of now.

### **7. Does the Gift Card have an expiry date?**

Yes, the card is valid for 12 months from the date of purchase.

### **8. What will be the denominations of the Gift Card?**

APR GC will have a range of INR 10-10,000 denominations to choose from.

### **9. Can E-Gift Cards be recharged or reloaded?**

No, APR E-Gift Cards are non-rechargeable/reloadable.

### **10. Can I cancel my order after purchasing an E-Gift Card?**

No, once an E-Gift Card has been ordered, it cannot be cancelled.

### **11. Can the Gift Card be exchanged for cash?**

No, the Gift Card cannot be exchanged for cash.

**12. How can customers check the balance on their Gift Card?**

The balance of the Gift Card can be checked using the link: <https://apr-gift-cards.poshvine.com/>.

**13. Can I give my Gift Card to someone else?**

Yes, you can share your E-Gift Card. The recipient simply needs the voucher code and PIN to redeem it at select Apple Premium Partner, Apple Premium Reseller & Apple Authorised Reseller stores across 500 points of sale(stores) pan India.

**14. Will the buyer be notified if the Gift Card is redeemed in case it's been gifted to someone else?**

No, the buyer will not receive any notification.

**15. What do I do if my Gift Card is lost or stolen?**

Contact Razorpay Gift Card Support immediately to block or replace the card. If it has already been redeemed, no refund is possible. Customers can file a cyber complaint for redemption details.

**16. Can a customer buy a Gift Card using the payment link generated?**

No, payment links are only for redeeming Gift Cards, not purchasing them.

**17. Will other payment methods be available on the payment link?**

No, other payment methods will be disabled on the payment page when redeeming the Gift Card.

**18. Is the customer's PAN required when redeeming the Gift Card?**

No, PAN or any other document is not required to redeem the Gift Card.

**19. Must the entire value of the Gift Card be redeemed at once?**

No, the Gift Card supports partial redemption until the balance reaches zero.

**20. Can partial redemptions be made at different APR stores?**

Yes, the customer can redeem the Gift Card at multiple stores in case of partial redemptions.

**21. Can a customer use a GST number when redeeming a Gift Card?**

Yes, the customer can purchase a product using a GST number.

**22. Is split payment possible?**

Yes, partial payments can be made using a Gift Card, with the remaining amount paid via other payment methods available at the store.

**23. How many Gift Cards can a customer purchase?**

There is no limit on the number of Gift Cards a customer can purchase; they can buy as many as they wish. However, there is a capping of up to INR 40,000 worth of Gift Cards that can be redeemed in a single transaction/purchase.

**24. Is there a limit to the number of Gift Cards that can be redeemed in a single invoice?**

No, there is currently no limit on the number of Gift Cards that can be redeemed but there is a cap on gift card value on redemption. A customer can only redeem Gift Cards worth up to INR 40,000 in a single invoice.

**25. Is the APR Gift Card only applicable to Apple products at APR stores?**

The APR gift card can be used for eligible (**all products excluding clearance sale & open box devices**) products available at Apple Premium Partner, Apple Premium Reseller and Apple Authorised Reseller stores for product purchases and cannot be used at service centres, **App Store or on any online platforms.**

**26. Is the APR Gift Card valid at Apple Service Centres or app store ?**

These Gift Cards are only valid at select Apple Premium Partner, Apple Premium Reseller & Apple Authorised Reseller stores across 500 points of sale(stores) across India and cannot be used at service centres or on app store or any online platforms.

**27. If a redemption is done and the customer decides to cancel the transaction, will they receive a refund?**

Yes, in case the customer decides to cancel the purchase after gift card redemption the refund will be processed and credited back to the source Gift Card and will be valid till the original expiry date which is 12 months from the date of purchase.

**28. Is the partial refund of the Gift Card amount redeemed possible?**

Yes, the partial refund of the Gift Card is possible.

**29. Is it mandatory for the customer to be physically present in the store to redeem the Gift Card, or can it be redeemed over a call?**

Yes, since redemption is done via a payment link sent to the customer instantly, physical presence in the store is necessary.

**30. What if a customer uses multiple Gift Cards or combines them with cashback offers?**

- Multiple Gift Cards can be redeemed via a single payment link. However, there is a capping of up to INR 40,000 worth of Gift Cards that can be redeemed in a single transaction/purchase.
- Existing cashback or offers still apply, as the Gift Card is a payment method, not a promo code. However, the minimum swipe amount ranges from 60% to 90%, which is dependent on the bank cashback terms & conditions applicable in the store. **For the running offers, please check with the store manager before proceeding with the purchase.**