

JOHN LEWIS

TERMS AND CONDITIONS



- **You can check your Balance by clicking [Here](#)**
 - **Expires after 24 months after last transaction**
 - **Minimum initial load £10**
 - **Please enter the 19 digit number on the reverse to activate**
 - **Maximum load £2500**
 - **If you to load £2,500 onto a card with a £10 balance the whole load for that card will fail**
 - **Gift cards may be used on the Waitrose Groceries and Entertaining website, but not Waitrose Cellar, Pet, Garden, Gifts or Florist websites.**
1. You can only redeem the John Lewis Partnership gift card in John Lewis or Waitrose shops and online
 2. Can be used on Waitrose Groceries online but not Waitrose Wine/Pet/Garden
 3. The following exclusions apply to use of our gift card: John Lewis Gift List, third-party restaurants and cafes in John Lewis shops, waitrosecellar.com, all petrol stations; Welcome Break Waitrose shops; Waitrose Cookery School; Leckford Farm Shop and Nursery; waitrosegarden.com; waitrosepets.com; Waitrose licensed shops in UAE. Gift cards may not be used for magazine subscriptions, photo printing or software downloads on johnlewis.com.
 4. You cannot use the gift card to discharge indebtedness in respect of an account card or credit card issued by John Lewis plc, Waitrose Limited or John Lewis Financial Services Limited, nor can you use it for the purchase either directly or indirectly of any financial product or service, including John Lewis Partnership gift cards.
 5. Please protect your card and treat it as cash; we cannot replace lost, stolen or damaged cards
 6. The gift card will expire 24 months after the last transaction on the card. We will not refund any balance remaining and we will invalidate the card.
 7. Gift cards have a maximum value of £2500.
 8. When using gift cards online or over the telephone, we will ask you to give the barcode serial number of the gift card, and the online security PIN code. The PIN code is on the back of the gift card and is visible after removing the silver scratch panel.
 9. This card cannot be exchanged for cash. We do not give change or cash refunds on gift card transactions.
 10. If you are using a gift card online and the total order value is less than the value of the gift card, any balance will remain on the card and may be applied to future purchases, provided that the card has not expired.
 11. Where goods you have purchased with a gift card in John Lewis or Waitrose shops are subsequently exchanged for goods of a lower price or returned in John Lewis or Waitrose shops, monies owing will be refunded to a gift card.
 12. If you return goods you have purchased online using gift cards, we'll credit monies owing to your online shopping account. You may also return goods to any John Lewis shop where the purchase price will be refunded to a gift card. This does not affect your statutory rights.
 13. If you place an order at waitrose.com using a gift card and subsequently cancel the order before delivery, monies owing will be refunded to your gift card. This does not affect your statutory rights.

14. We reserve the right to refuse to accept a gift card which we deem to be tampered with, duplicated or which otherwise is suspected to be affected by fraud.
15. We reserve the right to amend the gift card terms and conditions from time to time, where we consider it reasonable and necessary to do so.

This card has a maximum load value of £2,500. Card balances can be checked online. You can redeem the John Lewis Partnership gift card as part or full payment for goods purchased through:

- johnlewis.com or waitrose.com
- John Lewis or Waitrose shops, including to purchase food and drink in John Lewis and Waitrose catering units (excludes third-party outlets in John Lewis shops)

Gift card use exclusions apply visit <https://www.johnlewis.com/gift-card> for more information