

FAQ:

- Where can the eGift card be used?
 - The eGift card can be used at any J&P Cycles retail location, by calling our Customer Service 800-397-4844, or online.
- What does the recipient receive?
 - The recipient receives the gift card in the form of an email. It is immediately available for use.
- When is the eGift card sent to the recipient?
 - Once the customer's order has been processed and the credit card has been charged, the eGift notification is sent immediately to the customer and recipient.
- Will I receive a gift confirmation?
 - Once you complete your order you will receive an order confirmation verifying that your gift card purchase is completed. You will also receive verification that the recipient email has been sent.
- Does the eGift card expire?
 - No, there is no expiration date for an eGift card. While gift cards never expire, we are required by some state laws to remit any unused portion of gift cards to State Escheat Programs after 3 years.
- Are the eGift cards reloadable after the full value is spent?
 - Not at this time.
- What happens if the recipient does not receive the email?
 - Have the recipient check their spam filter. If they still have not received it please contact customer support through chat, email, or by phone at 800-397-4844.
- Can I purchase an eGift card for myself?
 - Yes. When purchasing online, add your own name and email in the recipient information and complete the transaction normally.
- When is the credit card charged for eGift purchase?
 - The credit card is charged at the time of purchase. This purchase will appear on your credit/debit card statement as JPCYCLES EGIFT.
- Can International Customers purchase eGift cards?
 - Yes, just follow the normal eGift card purchase process.

- Can I purchase two (or more) eGift cards to two (or more) different people who share an email address?
 - No. Each eGift card purchase needs to be placed as a single transaction.
- Does the eGift card need to be printed in color?
 - No.
- What if the eGift card is lost?
 - The eGift card has cash value and should be safeguarded as such. If the printed e-gift card is lost, the customer should contact us immediately. If the e-gift card has not been redeemed or has some remaining value, we can cancel the original and issue a new e-gift card for that value.
- Can I refill my gift card?
 - No, just purchase a new one.