

eGift Card FAQ

Q: What is a Gold Canyon eGift Card?

A. An eGift Card is a digital gift card sent via email to the recipient of your choice. Your recipient can use their eGift Card toward any online purchase! Simply select the amount you'd like to give, enter your recipient's contact details and choose "Add to Cart".

Q. In what denominations are Gold Canyon eGift Cards available?

A. Our gift cards come in denominations of \$25, \$50 and \$100. Plus, you can also choose your own denomination with our *Choose Your Value* eGift Card which allows you to send a gift card valued anywhere between \$25 and \$250.

Q. How do I redeem a Gold Canyon eGift Card?

A. eGift Cards are redeemable at checkout. You will receive a unique code in your eGift Card email that can simply be entered into the field called "Gift Cards". This field can be found under the Payment section during checkout.

Q. Will I receive an order confirmation for my eGift Card?

A. Yes. Each Gold Canyon order receives an order confirmation, both on goldcanyon.com and via an email sent to the email address on record.

Q. How long does it take to receive a Gold Canyon eGift Card?

A. eGift Cards are sent out almost immediately after you've placed an order. Don't see it? Don't worry! Check back in 5-10 minutes before reaching out to Gold Canyon's Customer Service.

Q. Can I leave a personal message with my Gold Canyon eGift Card?

A. Absolutely! Before adding the eGift Card to your cart, simply enter your personal message into the "Message" field.

Q. Do Gold Canyon eGift Cards expire?

A. At this time, Gold Canyon eGift Cards do not have an expiration date.

Q. How do I check the balance of my Gold Canyon eGift Card?

A. To check your eGift Card balance, contact Gold Canyon's Customer Service at 1-866-996-4222.

Q. Does Gold Canyon charge a monthly fee on eGift Cards after a certain period of time?

A. Gold Canyon does not have any monthly fees associated with our eGift Cards.

Q. Can I mail a Gold Canyon eGift Card?

A. At this time, we are not able to mail Gold Canyon eGift Cards. However, you can certainly mail an eGift Card on your own. Simply send the eGift Card to yourself by putting your email address in the "Recipient's Email" field. Once you've received the eGift Card email, you can print and ship to the recipient of your choice!

Q. How do I print my Gold Canyon eGift Card?

A. Start by sending the eGift Card to yourself by putting your email address in the "Recipient's Email" field. Once you've received the eGift Card, you can print the email provided.

eGift Card FAQ

Q. What if I lose my Gold Canyon eGift Card?

A. If you misplace your printed Gold Canyon eGift Card, you can re-access it via the original email sent to you. If your eGift Card was lost or stolen, contact Customer Service at 1-866-996-4222 and they can credit you for the remaining value.

Q. What if someone copies a printout of my eGift Card?

A. You must safeguard your Gold Canyon eGift Card for your own protection. If someone makes a copy of your eGift Card and redeems it for the full amount, your copy will have no value. No matter how many copies are made, the value of the eGift Card is tied to the Gift Card number. When that number is used, the value of the purchase is deducted from the total available on the eGift Card. If you suspect that someone has copied or stolen your eGift Card, contact Customer Service at 1-866-996-4222 immediately. Any value that has not been used can be re-credited to you.