

## City of Grand Ledge Downtown Development Authority (DDA) Gift Card/Certificate Incentive Program – Round 2

### Frequently Asked Questions (FAQ) and Terms of Service

#### FAQ

##### What is this program?

The Grand Ledge DDA is committed to their support of our business community, especially during this challenging time. The DDA Gift Card/Certificate Incentive Program is a way to help customers/patrons show their support as well by infusing cash into the DDA community. During this limited program, the DDA will provide a \$10 bonus for each \$25 gift card purchased via [www.cityofgrandledge.com/GiftCard](http://www.cityofgrandledge.com/GiftCard). Buy a \$25 gift card at a participating business and receive a \$35 gift card! Purchasing gift cards is a great way to support your favorite Grand Ledge businesses!

##### How and when will I receive my gift card(s)?

Upon completion of your purchase, you will receive a confirmation email from City of Grand Ledge DDA - Reg/Fox listing each of your gift card purchases and total purchase amount.

After the program concludes either on December 8, 2020, or when the maximum 750 gift cards have been purchased, the City will order your gift card/certificates from each business you selected

and mail them to you beginning the week of December 14, 2020 at the address you provided. Gift cards will be mailed in window, City of Grand Ledge envelopes (like the graphic above).

**Please allow at least 10-12 days for processing and postal delivery, keeping in mind that delays in the postal service delivery during the holiday is to be expected.**



### **What if a business closes before I can use my gift card?**

Like all gift cards, there are no guarantees. Refunds will not be available through this program, please make your selections with this in mind.

### **When can I redeem my gift card?**

This depends on the business. We recommend contacting the individual business with any questions about redemption and current hours of operation.

### **I don't see a receipt in my email. Where is it?**

Your receipt will be coming from City of Grand Ledge DDA – Reg/Fox. Please be sure to check your spam folder. This confirmation email is sent within a few minutes of your order completion. [Please send the City an email if you are having trouble.](#)

### **My favorite business is not on the list of businesses to choose from. How can I get them involved?**

Due to program limitations, currently only retail, restaurant, personal care services/gyms, and entertainment venues located within the [DDA Business District](#) are eligible. If your favorite business with the DDA District is not listed, they may not have registered to participate in the program. You may still purchase gift cards directly through the business, while there won't be a \$10 incentive you will still be helping to show your support.

### **How were businesses in the DDA notified of this program?**

Emails to past participating businesses were sent along with promotion through the Grand Ledge Chamber of Commerce.

## **Terms of Service**

The City of Grand Ledge Downtown Development Authority (DDA) is only the administrator of the Gift Card/Certificate Incentive Program. Purchasers release the City of Grand Ledge and the DDA from all liability and responsibility with any United States Postal Service delay and/or failure to deliver gift cards. No refunds or exchanges will be given.

Gift cards issued under this program carry the same risk that all gift cards have. Specifically, that the merchant issuing the gift card may cease business and not be able to provide the goods or services.

After the issuance of the gift card, purchasers should contact the merchant directly with any questions or problems. Purchasers understand and agree that problems associated with a gift card or gift certificate are the sole responsibility of the issuing merchant not the City of Grand Ledge DDA. Purchaser releases the City of Grand Ledge DDA from all liability and responsibility associated with the failure of the issuing merchant to be able to provide the goods or services.