

# Questions and answers

## **Where can I order a DinnerGift Gift voucher?**

The DinnerGift Gift voucher can only be ordered online via [www.dinnergift.be](http://www.dinnergift.be) and, if available, the website of the business or their Facebook page.

## **How can I pay?**

Our online payment possibilities go via our partner Mollie, and are VISA, MasterCard, American Express, or Bancontact.

## **Does ordering a DinnerGift Gift voucher involve extra costs?**

When ordering a DinnerGift Gift voucher, you'll pay a small processing fee depending on the chosen amount of the voucher. This fee includes administration cost, costs to guarantee a safe transaction, VAT, and a possible exchange rate cost.

If you have chosen to have your gift voucher delivered by post, extra costs will be charged for the gift wrapping and shipping costs.

## **I would like to order a Gift voucher for professional purposes. Can I receive an invoice?**

When ordering the DinnerGift gift voucher(s), you need to fill in the name and VAT number of your company. After the order is completed, you can download the invoice or access it at all times at "My Gift Vouchers". No extra costs are charged.

## **I'm a foreign company within the EU, can I be exempted from VAT?**

If you have a valid VAT number, we can reimburse the Belgian VAT. Please pay the full amount upon checkout, and reply to the email with the order confirmation. The amount for the VAT will be refunded to the credit card you paid with.

## **When can I expect my gift voucher to arrive?**

The electronic version of the gift voucher can immediately be downloaded after the payment.

If you've selected the option **PDF**, You will receive the gift voucher via email within 15min. Be sure to check your spam folder! If you've made the order directly on the DinnerGift website and have made an account, you can access it at all times through "my gift vouchers" on your dashboard.

If you've selected the option to receive it **by post**, you can expect the gift voucher within 3 workdays on the registered address.

## **How can I use the DinnerGift gift voucher?**

The DinnerGift Gift voucher can be used as (partial) payment in the business mentioned on the voucher. It cannot be exchanged for cash, or for a DinnerGift gift voucher of another business unless explicitly stated otherwise on the gift voucher.

**Do I have to use the full gift voucher in one transaction?**

Yes, the full sum of a gift voucher must be used in one transaction. The remaining amount cannot be exchanged for cash.

**How long is a gift voucher valid?**

The DinnerGift gift voucher mentions an expiration date. It is valid within 12 months of issue date unless explicitly stated otherwise on the gift voucher and business page. There is no extension possible.

**Is the DinnerGift gift voucher personal?**

No. DinnerGift gift vouchers are not linked to a specific name. They can thus be given or passed on to someone else.

**Is the value mentioned on the gift voucher?**

The gift voucher mentions the value because the beneficiary needs to know how much can be spent. In case of an arrangement, the value is not mentioned.

**What does the code on the gift voucher mean?**

This code is meant for the business itself to verify if the voucher is valid or not. You don't have to do anything with it yourself.

**The code on the gift voucher doesn't work!**

Pay attention: Some businesses use multiple systems for their gift vouchers. Some of these systems do require the customer to fill in the code beforehand, but this is not the case for DinnerGift. Possibly you have tried to fill in a DinnerGift code in a different system.

The code on the DinnerGift gift voucher is for the restaurant itself to verify if the voucher is valid or not. You don't have to use it yourself.

**Do I need to make a reservation?**

It's recommended to make a reservation and mention the gift voucher.

**Help! I have paid for the gift voucher but haven't received an email. What do I do?**

Don't panic! Be sure to check your spam folder first and check if your mailbox isn't full. If you've made the order directly on the DinnerGift website, you can access your order at all times through "my gift vouchers" on your dashboard. If you are still experiencing problems, or if something went wrong during the payment, please don't hesitate to contact us at [hello@dinnergift.be](mailto:hello@dinnergift.be).

**If you have any questions, you can contact us at all times at [hello@dinnergift.be](mailto:hello@dinnergift.be).**

**We're here to help!**

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