

## DOWNTOWN BOULDER

### CUSTOMER GIFT CARD REFERENCE GUIDE



*The Downtown Boulder Partnership is proud to offer the Downtown Boulder Gift Card (card is issued by Pathward, N.A., Member FDIC). The gift cards are serviced by EML, a third part company that specializes in closed loop gift card programs.*

#### USING YOUR GIFT CARD

- ❖ You can use your Downtown Boulder Gift Card at any of the participating locations. For a complete list of participating vendors, please visit <https://boulderdowntown.com/gift-cards/gift-card-merchants>.
- ❖ The card should be run through the vendor's Point of Sale (POS) system as a credit card. **If a merchant's POS system requires a PIN, please enter the last four digits of the card number found on the back of the card.**
- ❖ Some Downtown Boulder gift cards (those issued after October 2020), can be accepted online and over the phone. These cards will have a CVV code listed on the back. **If a vendor's POS requires an expiration date, use the "Card Plastic Valid Thru" date listed on the back of the card. If it requires a zip code, use 80302.**

#### CHECKING YOUR BALANCE

Before using your card, it is always a good idea to verify the balance of the card. There are three ways to check the balance of a Downtown Boulder Gift Card:

- ❖ Online: [www.getmybalance.com](http://www.getmybalance.com)
- ❖ Phone: 800.755.0085
- ❖ DBP Customer Service: Visit the Downtown Boulder office at 1942 Broadway Ste 301 or the Visitor Information Center (VIC) at the corner of 13th and Pearl during open hours.

#### RETURNS

It is recommended that refunds for purchases made on a gift card **not be placed back on the card**. Instead, the store should issue its own credit or store branded gift card.

If a return must be placed back on the card, **the original card must be present** and **refunds can take up to 7 business days** to appear on the card account. Only the portion of the sale amount **purchased with the card** may be refunded to the card.

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#### IF YOUR CARD IS DECLINED

Sometimes a card run through a POS will say declined if you are running the card for more than what is currently on the card. To avoid a declined transaction, make sure to keep tabs on your card balance before making purchases. **In a situation like this, the vendor should be able to split the transaction between the gift card and an additional form of payment. The vendor must run the gift card for the exact amount that is on the gift card for this to work.**

#### ADDITIONAL INFORMATION

- ❖ Cards cannot be used for gratuities!
- ❖ If you have any questions regarding lost or damaged cards, please contact Melanie Ricci at Downtown Boulder: [melanie@downtownboulder.org](mailto:melanie@downtownboulder.org) or 303.449.3774.