



General Terms

- With the exception of shipping fees for the delivery of Physical Gift Cards, no additional fees will be imposed on purchasers or recipients of a Gift Card.
- Gift Cards cannot be refunded or exchanged for cash or credit. The Gift Card is not a cheque guarantee, credit, debit or charge card.
- eGift Cards will be activated at the point of ordering. eGift Cards are valid either presented on a smart phone or printed out. Please show your gift card/s when you arrive and your server will confirm the voucher is in date on our system before being used against your bill.

Expiry of gift cards

- Our Gift Cards are valid for 12 months from the purchase date.
- Please make sure to let the recipient know of the expiry date of their gift card/s. It is not our responsibility to contact a customer to let them know of the expiry date of their gift card/s.

Returns

- You may not return or cancel your eGift Cards or physical gift cards after they are received. If you wish to cancel your physical gift card order prior to its delivery, please contact us on 01919087621, and as long as your order hasn't been posted or delivered we can cancel that for you.

Lost or stolen gift cards

- Please keep your Gift Cards secure, as if they were cash. We are not responsible if the Gift Cards are lost, stolen, destroyed or used without permission. We reserve the right to cancel Gift Cards, if we reasonably suspect fraud or misconduct. Damaged, altered or cancelled Gift Cards will not be accepted.

Delivery information

- During the order process we will let you know when we will provide the Gift Cards to you.
- The costs of delivery for Physical Gift Cards will be as costs of postage. eGift Cards will be delivered free of charge.
- Physical Gift Cards can be delivered to valid addresses within the United Kingdom with the exception of the Channel Islands.
- We are not responsible for Gift Cards that are not received due to your failure to enter an accurate physical address or email address for the recipient. If you have concerns about your order, please contact us on 01919087621

Reasons for failed delivery of eGift cards

eGift Cards are delivered via email. If you have confirmed the recipient's email address but the eGift Cards have not been viewed within a reasonable period after the requested delivery date, the following is a list of the most common reasons why delivery may have failed:

1. Spam filter blocked email or routed it to a bulk/spam folder
2. Recipient's firewall blocked the email
3. Email inbox is over size limit
4. Invalid email address
5. If a spam filter is blocking Gift Card emails from getting to an inbox, the email options will need to be modified so that Gift Card emails are not considered spam.

If you need further assistance, please contact us on 01919087621. Please be ready to provide your order number.



Updates to Terms and Conditions

We reserve the right to change these Terms and Conditions from time to time.

Contact Information

For any queries regarding your gift card or these terms and conditions, please contact us on 01919087621 within service hours of: Wednesday 5pm - 9pm, Thursday - Saturday 10:30am-10pm, Sunday 10:30am-7pm or info@theforgefood.com

The Forge Restaurant, The Avenue, Washington Village, Tyne and Wear NE387AB

