

Terms and Conditions for Citi-ifc mall e-Gift Voucher

1. Use of Citi-ifc mall e-Gift Voucher

- 1.1. Citi-ifc mall e-Gift Voucher (hereinafter called “Citi-ifc e-Gift Voucher”) can only be used at outlets of the participating merchants at ifc mall (“Voucher Participating Merchants”).
- 1.2. Members can refer to the list of shop names and numbers of Voucher Participating Merchants on the “ifc mall (Hong Kong)” App (hereinafter called “App”). The list is subject to change from time to time without prior notice to Members.
- 1.3. Member should carefully read the instructions for usage prior to using Citi-ifc e-Gift Vouchers.
- 1.4. Members shall select the Citi-ifc e-Gift Voucher value upon each usage. The Citi-ifc e-Gift Voucher value available is subject to a Member's Voucher Balance as shown on the App.
- 1.5. The usage of Citi-ifc e-Gift Voucher should be in units of HK\$50. If the entered value is not a multiple of HK\$50, the entered value will be rounded down to the nearest multiple of HK\$50.
- 1.6. Upon the confirmation of Citi-ifc e-Gift Voucher value, a Citi-ifc e-Gift Voucher QR code will be generated and will be valid for two minutes.
- 1.7. Members are required to present the Citi-ifc e-Gift Voucher QR code on the App to staff of Voucher Participating Merchant for validation on the Hong Kong ifc mall Merchant App (hereinafter called “Merchant App”) at the point of redemption of goods and services. A Member must present the Citi-ifc e-Gift Voucher QR code as generated on the App for validation. Screenshot and replication of Citi-ifc e-Gift Voucher QR code in any form will not be accepted.
- 1.8. Remaining balance must be settled by Citi Credit Card or Citibank Debit Mastercard®.
- 1.9. Each Citi-ifc e-Gift Voucher QR code can be used once and for one transaction only.
- 1.10. If the Citi-ifc e-Gift Voucher QR code is not validated by the Merchant App within the 2-minute effective time, the Citi-ifc e-Gift Voucher QR code will expire and the redemption will be deemed unsuccessful. The value of the Citi-ifc e-Gift Voucher shall be credited back to the Member's Voucher Balance.
- 1.11. Members should carefully check the value of Citi-ifc e-Gift Voucher to be used at the time of transaction. Members are not entitled to claim any purported discrepancy in the value of a Citi-ifc e-Gift Voucher or any unused credit after the Citi-ifc e-Gift Voucher is redeemed.
- 1.12. e-Gift Voucher cannot be used for (i) any transaction at Apple Store, Four Seasons Hotel or Four Seasons Place, (ii) spending on or through telecommunications services, or banking or currency exchange services, (iii) spending on car parks, (iv) store credits, purchase of cash vouchers, e-cash vouchers or gift cards, purchase of or adding value to gift cards, (v) other transactions including but not limited to utilities bill payments, purchase of or adding value to stored-value cards, or (vi) online purchases, mail, fax or phone orders and all on-line platform of any merchants of ifc mall. No exchange or refund will be provided when using the e-Gift Voucher.
- 1.13. From 1 July 2026, e-Gift Vouchers cannot be used for the purchase of any 999.9 gold, gold grains, bars, or deposits under any gold saving clubs (excluding decorative gold).
- 1.14. Unless otherwise specified or agreed by ifc or the relevant Voucher Participating Merchant, Citi-ifc e-Gift Voucher cannot be used in conjunction with other ifc mall vouchers, discounts, or promotional offers (including but not limited to ifc Dollars, ifc mall Conditional e-Gift Voucher, ifc mall Conditional Dining e-Gift Voucher, Citi-ifc e-Gift Voucher) in the same transaction.
- 1.15. All goods or services purchased with Citi-ifc e-Gift Voucher are provided to a Member by the relevant Voucher Participating Merchant, and ifc is not responsible for any failure or delay by any Voucher Participating Merchants in providing goods or services or the quality of any goods or services provided by any of them. Each Voucher Participating Merchant is solely responsible for all obligations and liabilities related to the goods or services provided by it. A Member should address and resolve any enquiries, complaints and dispute relating to the goods or services provided by any Voucher Participating Merchant with that Voucher Participating Merchant directly.
- 1.16. ifc will not accept any claim for the loss of Citi-ifc e-Gift Voucher, and will not replace Citi-ifc e-Gift Voucher in case of expiration, defacement, damage or loss.

- 1.17. If a Member knows or suspects of unauthorised use of his/her Citi-ift e-Gift Voucher, the Member should inform ifc immediately, ifc reserves all legal rights to pursue the matter.
- 1.18. ifc reserves the right to change the terms and conditions regarding redemption and use of Citi-ift e-Gift Voucher (including the amount of spending required for redemption) from time to time without prior notice to Members.
- 1.19. ifc and Voucher Participating Merchants reserve the right to amend, cancel, or temporarily suspend redemption or use of Citi-ift e-Gift Voucher and change the terms and conditions relating to redemption or use of Citi-ift e-Gift Voucher without prior notice to Members.
- 1.20. All matters and disputes relating to the redemption or use of Citi-ift e-Gift Vouchers shall be determined by ifc and ifc's decision is final and binding on Members.
- 1.21. It is Member's responsibility to ensure the usage of Citi-ift e-Gift Vouchers complies with the applicable terms and conditions of Citi-ift e-Gift Voucher. ifc reserves the right to reject any dishonest, illegal, repeated use of Citi-ift e-Gift Voucher as well as cancel the CLUB ic membership on any deliberate dishonest use of the App.
- 1.22. The Citi-ift e-Gift Vouchers are for the sole and exclusive use by a Member. Member shall not knowingly allow any other person to use Citi-ift e-Gift Vouchers. Member shall notify ifc immediately if he/she knows or suspects of use of Citi-ift e-Gift Vouchers by any other person.

2. Citi-ift mall e-Gift Voucher Balance

- 2.1. Citi-ift e-Gift Voucher Balance on the App will be updated after the use of Citi-ift e-Gift Voucher at Voucher Participating Merchant.
- 2.2. Members are solely responsible for keeping track of their Voucher Balance.
- 2.3. Validity of Citi-ift e-Gift Vouchers are specified in the Voucher Balance on the App.
- 2.4. Upon the expiration of the stated validity period of the Citi-ift e-Gift Voucher, any remaining Citi-ift e-Gift Voucher will be forfeited and cleared from the Voucher Balance.

Citi-ifc商場 電子購物禮券條款及細則

1. 使用Citi-ifc商場電子購物禮券

- 1.1 Citi-ifc商場電子購物禮券（下稱“Citi-ifc 電子購物禮券”）只適用於參與商戶於ifc商場開設之專門店（下稱“接受禮券商戶”）。
- 2.1 會員可於ifc mall (Hong Kong)應用程式（下稱“應用程式”）上參閱接受禮券商戶的名單及數量。名單將不定時更改，而無須先行通知會員。
- 3.1 會員應在使用Citi-ifc 電子購物禮券前細閱使用指示。
- 4.1 會員須在每次使用Citi-ifc 電子購物禮券時選擇其價值。可供選擇的Citi-ifc 電子購物禮券價值視乎應用程式上顯示的會員帳號的禮券結餘而定。
- 5.1 使用Citi-ifc 電子購物禮券應以港幣50元為單位。輸入的數值如非港幣50元的整倍數將被下調至最接近的港幣50元的整倍數。
- 6.1 確認Citi-ifc 電子購物禮券價值後，應用程式將產生一個Citi-ifc 電子購物禮券二維碼，該二維碼將於兩分鐘之內有效。
- 7.1 會員須向接受禮券商戶出示應用程式上的Citi-ifc 電子購物禮券二維碼，以供換領貨品及服務時於香港ifc商場商戶應用程式（下稱“商戶應用程式”）上進行驗證。會員必須出示應用程式上產生的Citi-ifc 電子購物禮券二維碼以作驗證。Citi-ifc 電子購物禮券二維碼的螢幕擷取畫面或複製圖片將不獲接受。
- 8.1 交易餘額須以Citi信用卡/Citibank Mastercard® 扣賬卡支付。
- 9.1 每個Citi-ifc 電子購物禮券二維碼只可供一次交易使用一次。
- 10.1 如Citi-ifc 電子購物禮券二維碼未能於兩分鐘有效時間內以商戶應用程式驗證，該Citi-ifc 電子購物禮券二維碼將失效，而該次使用將被視為不成功。Citi-ifc 電子購物禮券的價值將存回會員的Citi-ifc 電子購物禮券結餘。
- 11.1 會員應審慎確認交易時所使用之Citi-ifc 電子購物禮券的價值。會員在使用Citi-ifc 電子購物禮券後表示Citi-ifc 電子購物禮券價值或任何未用結餘有任何差異，ifc恕不受理任何賠償要求。
- 12.1 ifc商場電子購物禮券不可兌換現金或換成任何價值的實體貨品及服務。電子購物禮券不能用於（i）Apple Store、四季酒店或四季匯之交易；（ii）電訊服務、銀行及外幣找換服務的消費；（iii）停車場的消費；（iv）預付信用額，購買現金券、電子現金券或禮品卡及/或禮品卡的增值服務；（v）其他包括但不限於繳付公用機構的帳單，購買增值咭及增值服務的消費；或（vi）於網上進行的消費項目、郵購、傳真或電話訂單及與ifc商場商戶的任何網路交易。使用電子購物禮券的交易將不允許退貨或退款。
- 13.1 由2026年7月1日起，ifc商場電子購物禮券不可用於購買任何999.9黃金、金粒、金條、及供金會（不包括飾金）。
- 14.1 除非得到ifc特別允許或同意，否則Citi-ifc 電子購物禮券不可於同一交易與ifc或參與商戶所提供之其他推廣、折扣、及禮券同時使用（包括但不限於ifc Dollars、ifc商場電子購物禮券、ifc商場指定消費電子購物禮券及ifc商場指定餐飲消費電子禮券）。
- 15.1 以Citi-ifc 電子購物禮券購買的所有貨品或服務均由相關接受禮券商戶提供予會員；就相關接受禮券商戶未能或延遲提供貨品或服務，或其中任何商戶所提供之貨品或服務的質素，ifc恕不負責。每家接受禮券商戶均須為其提供之貨品或服務承擔全部相關義務及責任。有關任何接受禮券商戶的貨品或服務的任何查詢、投訴及爭議，會員應直接向有關接受禮券商戶提出並尋求解決方法。
- 16.1 Citi-ifc 電子購物禮券如有遺失，ifc恕不賠償。Citi-ifc 電子購物禮券如過期，ifc恕不補發。

- 17.1 如會員知悉或懷疑其Citi-ifc 電子購物禮券在未經授權下遭盜用，應立刻通知ifc，ifc保留一切法律權利追究有關事宜。
- 18.1 ifc將保留不時修改有關換領及使用Citi-ifc 電子購物禮券的條款及細則的權利（包括換領禮券所需的消費額），而無須先行通知會員。
- 19.1 ifc及接受禮券商戶保留權利修改、取消或暫停換領或使用Citi-ifc 電子購物禮券，以及可修改有關換領及使用Citi-ifc 電子購物禮券的條款與細則，而無須先行通知會員。
- 20.1 有關換領或使用Citi-ifc 電子購物禮券的所有事宜及爭議均應由ifc決定，且ifc的決定將為最終決定，並對會員具有約束力。
- 21.1 會員須負責確保Citi-ifc 電子購物禮券的使用符合Citi-ifc 電子購物禮券的條款及細則。ifc保留權利拒收任何不誠實、非法或重複使用的Citi-ifc 電子購物禮券，並可在會員故意不誠實使用應用程式時取消其CLUB ic會籍。
- 22.1 Citi-ifc 電子購物禮券僅供會員專用。會員不得明知而允許任何其他人士使用Citi-ifc 電子購物禮券。如會員得知或懷疑Citi-ifc 電子購物禮券被任何其他人士盜用，應立刻通知ifc。

2. Citi-ifc商場電子購物禮券結餘

- 1.1. 在於接受禮券商戶使用Citi-ifc 電子購物禮券後，應用程式上的Citi-ifc 電子購物禮券結餘將會更新。
- 1.2. 會員須留意其Citi-ifc 電子購物禮券結餘。
- 1.3. Citi-ifc 電子購物禮券的有效期如應用程式中所列。
- 1.4. Citi-ifc 電子購物禮券列明的有效期屆滿後，剩餘的任何Citi-ifc 電子購物禮券將予作廢並從禮券結餘中清除。