

The eGift Vouchers can be redeemed at Retail Stores or on the Online Store. Using an eGift Voucher balance to purchase Arsenal match tickets or memberships is not permitted. If your purchase amount is less than the balance on the eGift Voucher, the unused balance will be carried over and can be used for purchases at a later date. If your purchase amount exceeds the value of the balance on the eGift Voucher, the remaining amount must be paid with other acceptable tender. You can check the balance of your eGift Voucher at any Retail Store or on the Online Store. The normal Arsenal Return/Exchange Policy (available on [www.arsenaldirect.arsenal.com](http://www.arsenaldirect.arsenal.com)) is consistently applied to any product purchased with an eGift Voucher. When making a purchase in a Retail Store using an eGift Voucher that is not Pound Sterling, Arsenal will apply a currency exchange rate at the time of purchase. If a refund is later requested, the currency equivalent of the refund may not be equal to the currency equivalent of the original purchase amount, due to fluctuations in currency exchange rates. There may therefore be either a residual windfall or shortfall on the eGift Voucher. If there is a shortfall, the remaining amount must be paid with other acceptable tender. eGift Vouchers and/or any unused balance cannot be redeemed or exchanged for cash. Refunds will not be given for the purchase of an eGift Voucher . eGift Vouchers, and any unused balance, will expire 24 months from the date that the eGift Voucher was last used or (if un-used) the date that the eGift Voucher was issued. eGift Vouchers cannot be used to purchase another eGift Voucher or Gift Card. For full terms and condition please visit: <https://arsenaldirect.arsenal.com/termsAndConditions>