The Qanz eGift Card purchased needs to be exchanged at any AZADEA store for a physical Qanz Gift Card at the cashier (except for F&B and KIKO Milano), before the 12-month validity of the eGift expires. Once exchanged, the physical Qanz gift card can be used for the course of 2 full years, after which the card will expire. The physical Qanz card can be used in any AZADEA stores (except for KIKO Milano stores) and it can be used in multiple stores, for a single or multiple transactions, across borders (except for Egypt and Lebanon) until the balance is depleted or up to 2 years. For a full list of the stores where Qanz eGift Card can be redeemed in Kuwait, please visit www.qanzcard.com/english/qanzcard and select Kuwait from the country list. For more info about the card, please visit: www.qanzcard.com How to Redeem: Present the e-voucher/Claim Code and PIN/Serial Number at the cash register in AZADEA Group's physical store. You will receive from the cashier an activated Qanz card ready for immediate use. Items purchased with the Qanz Card are refundable only to a Qanz Card as per the brand policy. eGift Cards once issued cannot be canceled, exchanged, extended or refunded and are subject to the terms & conditions of the merchant. Items purchased using this eGift Card are refundable as per the refund and exchange policy of the merchant. The merchant is solely responsible for the product & service provided to customers through the use of this eGift Card.