

Frequently Asked Questions

Who is StoreFinancial?

StoreFinancial is an international payment systems processor based in Overland Park, Kansas (a suburb of Kansas City, Missouri) that offers the most comprehensive turn-key shopping center gift card program in the world.

How can a customer find the available balance on the gift card?

The value of the gift card will be written on the back of the gift card and may be listed with the materials that came with the gift card at the time of purchase. Other options include calling the number on the back of the gift card, check www.getmybalance.com, or visit the Customer Service Desk or Management Administration Office during normal business hours.

What if the gift card is declined?

If a transaction is declined, the customer should check the balance (see, “How can a customer find the available balance on the gift card?”), tell the cashier how much is available on the gift card to use towards the purchase, and pay the remainder with another form of payment.

How are returns, exchanges, or disputes handled?

Merchants may credit gift cards, subject to their return policy, back to the gift card used to make the original purchase. For this reason, it is very important that customers keep gift cards and receipts. Funds credited by the merchant will be available 3-5 days after the return is processed. If the gift card is not present, the merchant may issue a store credit, store valued gift card or exchange. Please note that voided transactions may take up to 7 days to be credited back to the gift card's available balance.

How can a customer track activity on the gift card?

Transaction history is available through www.getmybalance.com

