

Frequently Asked Questions**How can I redeem my Amazon.ae Gift Card?**

1. Click on the link received in the email to view the gift card number
2. Login to **your Amazon account**
3. Go to "Gift Cards" or "Redeem a Gift Card"
4. Enter the 14-15 digit alpha numeric **claim code**.
5. Click Apply to Your Balance or Apply to your account

The funds will be stored in your account and will automatically apply to your next order. If you prefer to save your Gift Card balance for another occasion, you can deselect it as a payment method at checkout.

How can I redeem my Amazon.ae Gift Card on the Amazon Mobile App?

1. Click on the link received in the email to view the gift card number on the completion of journey
2. Tap the user icon
3. Click on "Gifting"
4. Redeem a Gift Card

Can the expiry of my Amazon.ae gift card be extended?

The expiry of Amazon.ae gift card cannot be extended or changed. Amazon.ae Gift Cards expire ten (10) years from the date of issuance Any unused balance on the gift card will expire on the expiry date.

What are the minimum Mashreq Vantage points (previously known as Salaam Points) required to redeem for an Amazon.ae gift card?

You should have a minimum of **AED 100** equivalent Mashreq Vantage points to proceed with redemption.

What denominations of Amazon.ae gift cards are available for redemption?

You can choose any value of gift card between AED 100 to AED 6,000 subject to availability of Mashreq Vantage points

What can I purchase with my gift card?

Gift Cards may only be redeemed toward the purchase of eligible goods and services on www.amazon.ae

Can I use my Gift Card and another credit/debit card together to pay for a transaction?

If your order total is more than your gift card balance, you can pay the outstanding balance with your preferred credit/debit card.

What if I need to return an item?

You can return an item that qualifies for a return. Your refund and how your refund is issued may differ based on the condition of the item, how long you've had the item, and how the item was purchased.

Refunds are either refunded to your credit card or issued as an Amazon.com Gift Card balance. You'll still need to return your items within 30 days.

How can I check the status of my refund?

To check the status of your refund, follow the below steps:

1. Go to “Your Orders” on your Amazon.ae account
2. Next to the relevant order, select View return/refund status.

It can take up to one week to receive and process your return. After the return is processed it may take 5 to 7 business days for the refund to show on your payment card statement or 1 day to reflect in your gift card account balance.

Can I give my Gift Card to someone else as a present?

Yes, if unredeemed. You can send Gift Cards to friends and family. Once redeemed into a user’s account, it cannot be transferred.