

Merit/gift cards FAQs

1. Where can this service be found?

Gift cards service can be found in Warba Bank mobile app, available on both platforms IOS & Android, under the services tab in Buy section.

2. What are the brands available in the service?

Warba Bank likes to give you the freedom of choice. We have partnered with several brands, and more gift card brands will be launched soon. You can find all brand categories in explore gift cards section.

3. I have purchased a Gift Card. How will I receive it?

All gift cards are fulfilled instantly and will be available in the app. You can view the gift card voucher in the My Gift Cards section. Please ensure to open the gift card at the time of redemption to ensure a smooth redemption process.

4. Do I need to activate my gift card?

Most the gift cards in the app do not require activation and are ready for redemption. Please check the gift card terms & conditions and follow the simple steps if it requires activation.

5. How can I redeem my gift card?

Gift card purchases can be redeemed online or/and in-store. Please ensure to check the gift card Terms & Conditions to know more.

6. Can I buy more than 1 gift card?

Yes, you can buy more than 1 gift card without any restrictions or limitations.

7. Can I share my gift card with others?

Yes, you can share your purchased gift cards with your family and friends. Please ensure to share the gift card voucher to ensure a smooth redemption process.

8. What's the validity of the gift card?

Please refer to the expiry date mentioned on the gift card details

9. Can I refund/cancel the gift card?

No, Gift cards are non-refundable and cannot be canceled once issued.

10. Can I exchange my gift card for another brand?

No, once the gift card is issued, you cannot exchange it for another brand.

11. Can I use the gift card more than once?

Yes, you can use any value from the available amount as long as it is not expired. Please ensure to check the gift card Terms & Conditions for more details.

12. My purchase was successful, but I can't open the gift card voucher?

Please ensure you have a Wi-Fi connection or active data on your phone. If you have Wi-Fi connection or active data on your phone and still can't download the file, please call us at 1825555 and we will assist you.

13. Can I exchange my gift card into cash?

No, all gift cards cannot be exchanged or converted into cash.

14. What happens if my gift card is lost, stolen, and used by someone else?

Warba Bank and the merchants are not liable for any lost, stolen, and misused gift cards.