

FAQs

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 at 1.800.755.8713, checking www.getmybalance.com or contacting Downtown Cincinnati Inc. at 513.421.4440 during normal business hours. You must have the sixteen digit number on the back of the card available.

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

Can the cardholder re-load the gift card by putting more money on it?

No, the gift card is not re-loadable. However, returns and credits can be applied.

What if the gift card is physically damaged?

Contact Downtown Cincinnati Inc. at 513.421.4440 or call the number on the back of the gift card at 1.800.755.8713 to get a replacement card.

Who should a customer contact if the gift card status reads, “inactive,” when funds should be available?

Contact Downtown Cincinnati Inc. at 513.421.4440 or call the number on the back of the gift card at 1.800.755.8713.

Can other forms of payment be used with the gift card when making a purchase?

Yes. The customer should inform the cashier how much to deduct from the gift card and how much to deduct from the other payment method(s). Please note that some stores are not able to split purchases between gift cards and credit or debit cards. In these cases, a customer may need to pay the difference in cash or check.

Can the gift card be used at an ATM or gratuities?

No. The gift card cannot be used at ATMs or for tips or gratuities.