

Physical Noon Gift Cards – Terms and Conditions

These Terms and Conditions ("T&Cs") apply specifically to Physical Noon Gift Cards sold and delivered via Noon Minutes in the United Arab Emirates (UAE). By purchasing or using a physical Noon Gift Card, you agree to the following terms:

1. Physical Format

The Gift Card is issued in physical form, consisting of a sealed envelope containing a printed gift card. Each card carries a unique Gift Card number, 4-digit PIN, reference number, and a validity date printed on the back of the card.

2. Denominations Available

Physical Gift Cards are available in the following denominations: AED 100, AED 250, AED 500, and AED 1000.

3. Purchase and Delivery

Physical gift cards can be purchased exclusively through Noon Minutes (UAE).

4. Validity

- The validity of the Gift Card will be mentioned inside the gift card once opened.
- All Gift Cards will retain their original expiry date regardless of when they are redeemed.
- Once redeemed, the card value will be visible in your wallet as Noon Credits and must be used before the expiry date.
- Noon is not responsible for unused balances post-expiry.
- Expired cards will not be reissued or refunded.

5. Redemption & Usage

To redeem a physical gift card:

- Log into your account on noon.com or the Noon app
- Navigate to 'My Account' > 'Noon Credits'
- Enter the Gift Card number and PIN
- Once redeemed, the value is added to your Noon Credits balance

Usage Conditions:

- The Gift Card may be used to purchase all products across all categories on noon.com and its affiliates, including sale items.
- Once you reach the payment step of your order, simply select "Noon Credits" from the payment options. If you don't have sufficient credit to cover your full order, you can select an additional payment method from the options available.
- If the full value of the Gift Card is not used in one transaction, the remaining balance will remain in your Noon Credits wallet until expiry and can be used for future purchases within the validity period.

6. Usable Platforms Post-Redemption

Once redeemed, the card value can be used across:

- Noon.com (UAE)
- Noon Food (UAE)
- Noon Minutes (UAE)
- SIVVI.com (UAE)
- Namshi (UAE)
- NowNow (UAE)

Please use the same email address on Namshi and SIVVI that was used while purchasing the gift card on Noon Minutes to avail the Noon Credits.

8. Refunds, Replacement & Returns

- The Gift Card cannot be replaced, refunded, returned, reloaded, redeemed for more than face value, redeemed/exchanged for cash, or returned for cash. Once redeemed, Noon Credits cannot be transferred to another Noon account or converted back into a physical or digital Gift Card.
- No replacement will be issued for lost, stolen, damaged, or misplaced cards.
- The Gift Card once redeemed, Noon Credits cannot be used to purchase goods or services outside of the currency in which the Gift Card has been issued.

9. Safeguarding & Liability

- Customers are solely responsible for safeguarding the physical card and its Gift Card number
- Noon is not liable for lost or stolen cards or any unauthorized usage

10. Discount and Cashback Ineligibility

Customers will not be eligible for discount and will not receive cashback on the purchase of a Noon Gift Card via their Noon-Mashreq credit card and/or Emirates NBD Noon One Visa credit card.

11. Fraud and Misuse

Cards that show signs of tampering, duplication, or unauthorized use may be blocked or invalidated. Noon reserves the right to investigate and take necessary action in the event of suspected fraudulent activity.

12. Customer Support

For support or queries, please reach out to gcsupport@noon.com. Always quote your Gift Card Reference Number (not the Gift Card number or PIN) when contacting support for assistance.

Digital noon Gift Cards Terms and Conditions (T&C)

1. The Gift Card shall be in the form of electronic vouchers and not physical cards.
2. In the UAE and KSA, the Gift Card can be purchased in a minimum denomination of 25 AED/SAR and a maximum denomination of 1,000 AED/SAR. In Egypt, the Gift Card can be purchased in a minimum denomination of 50 EGP and a maximum denomination of 5,000 EGP.
3. The Gift Card can be purchased in the following currencies only - AED, SAR, and EGP.
4. Customers can buy a minimum of one (1) and a maximum of five (5) gift cards in UAE and KSA, and up to twenty (20) gift cards in Egypt in a single transaction on noon.com.
5. Customers will not receive cashback on the purchase of a noon gift card via their noon-Mashreq credit card.
6. The Gift Card can only be redeemed on noon's website www.noon.com and noon's mobile application using the unique Gift Card number and PIN within one (1) year from the issuing creation date.
7. To redeem the Gift Card on the noon desktop website or mobile app, you must have an account on noon.com. Go to 'My Account' > select 'noon credits' > enter the Gift Card number and PIN > click redeem Gift Card'. Once the Gift Card is redeemed, the amount will be added to your noon credits balance, also visible on the noon payment page.
8. In the UAE, once redeemed, the Gift Card balance can be used on noon.com (UAE), SIVVI.com (UAE), noon Food (UAE), noon Grocery (UAE), noon Minutes (UAE), and/or Namshi (UAE).
9. In KSA, once redeemed, the Gift Card balance can be used on noon.com (KSA), noon Food (KSA), noon Minutes (KSA), Namshi (KSA), and/or SIVVI.com (KSA).
10. In Egypt, once redeemed, the Gift Card balance can be used on noon.com (Egypt).
11. Once redeemed, the value of the Gift Card will be issued in the applicable customer's noon credits balance also visible on the checkout page, under the noon credits balance.
12. The Gift Card may be used to purchase all products across all categories on noon.com and its affiliates, including sale items.
13. How to use redeemed gift cards - Once you reach the payment step of your order, simply select "noon credits" from the payment options. If you don't have sufficient credit to cover your full order, you can select an additional payment method from the options available.
14. The Gift Card cannot be replaced, refunded, returned, reloaded, redeemed for more than face value, redeemed for cash, returned for cash, or transferred to another account.
15. The Gift Cards balance cannot be used to purchase goods or services at noon or any of its affiliated properties outside of the currency in which the Gift Card has been issued.
16. Gift Cards must be obtained from noon.com or an authorized third party, and you are responsible for safeguarding your Gift Card Number and PIN from unauthorized use. noon is not responsible if any Gift Card is lost, stolen, or destroyed, or if your Gift Card is used without your permission. noon is not responsible for and assumes no liability to you

for, any unlawful conduct or fraud by any third party associated with any Gift Card.

17. If you are discussing an issue regarding your Gift Card with a noon customer service agent, please provide your Gift Card Reference number and not the actual Gift Card number and PIN as noon assumes no liability if the actual Gift Card number and PIN are provided to anyone other than yourself
18. Gift Cards can be purchased on noon.com or noon Mobile App using the following payment modes only - Credit Card and Debit Card.
19. noon is not liable for any refunds or replacement if the Gift Card(s) has not been redeemed before the expiry date.