

Effective from 27 November 2020
(Fees may change on 14 days notice)

	DESCRIPTION	FEE
Card purchase fee Minimum order of five cards	When you purchase a Prezzy card	\$5.50 per card
Postage and handling fee Delivered by courier to one address per order.	Total card order under \$25,000 Waiheke and RD addresses will incur a surcharge.	\$7.50
Secure delivery fee	Total card order exceeding \$25,000	Price on application (shipment via secure delivery)
Logo card design set up fee per design	To set up your business logo onto a Prezzy card. This includes the option to add a personalised message at no extra cost	One-off cost of \$50
Personalised message fee	When you set up a custom message onto a Prezzy card (max. 24 characters, including spaces) without a logo	One-off cost of \$50
Fully branded Prezzy card	When you create a fully branded Prezzy card	Price on application
Manual investigation fee	When you ask us to investigate something about your Prezzy card order	\$60 per hour. Minimum fee \$15
Credit card convenience fee	A charge which covers the merchant fees and other costs that are incurred by one-off credit card payments.	2.60% based on the total value of your order
Card replacement fee	When you ask for a new Prezzy card to replace one that has been lost or stolen (this option is only available if you have registered your card)	Standard: \$10 Couriered to a New Zealand address International: \$50 Sent to an overseas address
Customer service fee	When you call the cardholder customer service number	\$0.50 per call to the automated phone service, plus \$1.50 per call if you elect to speak to a Customer Service Representative

**Disputed transaction
fee**

When you lodge a dispute, and it is not upheld

\$15

International transaction fee

When you use your Prezzy card for a
foreign currency transaction

3.5% of the New Zealand dollar
amount once converted
