

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

	DESCRIPTION	FEE
Card purchase fee	When you purchase a Prezzy card:	\$5.95 per card
	Via the consumer website Maximum order of 30 cards	
	<ul style="list-style-type: none"> Postage and handling fee – delivered by courier to one address per order, a surcharge will be incurred for deliveries to RD and Waiheke. 	\$7.50
	<ul style="list-style-type: none"> Credit card convenience fee* 2.60% based on the total value of your order 	
	At a retail partner A credit card convenience fee may apply	RRP \$5.95 per card
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

* Credit card convenience fee - a charge which covers the merchant fees and other costs that are incurred by one-off credit card payments