

# The Perfect Fit For Any Gift



## For Your Information

- A WEM Card can be used to make purchases at any participating West Edmonton Mall store, service, attraction or affiliated hotel.
- You may load any amount from \$10 to \$500 onto your WEM Card. Funds do not expire.
- There is a \$2 activation fee per card to the purchaser at the time of purchase.
- Once purchased, WEM Cards may not be refunded or exchanged for cash or credit. The WEM Card is not reloadable once the balance is used up.
- Check your WEM Card balance and transactions for free at [www.wem.ca/wemcard](http://www.wem.ca/wemcard), at any Guest Services location, at any attractions cashier, or by calling 1-800-840-5793 for 24/7 toll-free customer service.
- Visit [www.wem.ca/wemcard](http://www.wem.ca/wemcard) for a full list of participating retailers.

## Making Purchases and Refunds

- Know your balance before you shop. A sale will be declined if your purchase total exceeds the balance remaining on your WEM Card. To make a purchase for an amount greater than the balance on your card, first pay the difference with another form of payment and then tell the cashier how much to charge to your WEM Card (an amount up to or equal to its balance).
- Merchants such as restaurants, hotels and salons may automatically increase the authorization amount by a number in the range of 15 to 20 per cent in order to cover gratuity and incidentals. If this amount exceeds the balance remaining on your card, your transaction will be declined.
- For security and in case you want to make a return or exchange, keep all receipts of WEM Card purchases and always keep your card – even once the balance is used up. When returning merchandise purchased with your card, store policy may require the refund to be processed back onto your card rather than be granted in the form of a cash refund. Refunds may take up to 7 business days to be processed.
- Card Balance not insured by the Canada Deposit Insurance Corporation (CDIC).

For more information about the WEM Card and a full list of participating retailers, visit [www.wem.ca/wemcard](http://www.wem.ca/wemcard) or contact West Edmonton Mall Guest Services at 780-444-5321. To report a lost or stolen card, immediately call WEM Card Customer Service at 1-800-840-5793.

*\*Frequently Asked Questions and the Cardholder Agreement are available at West Edmonton Mall Guest Services and online at [www.wem.ca/wemcard](http://www.wem.ca/wemcard).*