



indition Gift Cards

Gift Cards

Frequently Asked Questions

For store administrators and end customers · Version 1.0 · 2026-07-28

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General

Q: Do gift cards require a third-party service or extra subscription?

No. Gift Cards is a built-in Indition module. Issuance, redemption, accounting, refunds, mobile wallet passes, and reporting are all handled natively within your Indition platform. There are no per-transaction fees and no monthly platform fees beyond your Indition subscription.

Q: Can I enable Gift Cards on more than one store?

Yes. Gift Cards is enabled per store in Shop → Settings. Each store's gift cards are fully independent — cards issued on one store cannot be redeemed on another store.

Q: Does the module support physical gift cards?

The Gift Cards module is digital-first. Card images can be downloaded as PNG or PDF and printed, but the card management, issuance, and redemption flows are entirely digital. There is no physical card fulfillment integration (no embossing, no magnetic stripe, no NFC chip provisioning).

Q: Are gift card codes secure?

Yes. Codes are generated using PHP's CSPRNG (`random_int` / `random_bytes`). The raw code is stored in encrypted form (AES); the database lookup uses a SHA-256 hash. This means even someone with database read access cannot derive valid card codes without the encryption key.

Purchasing & Gifting

Q: Can a customer buy a gift card for someone else?

Yes. On the product page (or at checkout), the customer selects "Give as a Gift" and enters the recipient's name, email address, and an optional personal message. The recipient receives a delivery email with the card image and a one-click claim link.

Q: What happens if the recipient doesn't have an account?

An account is automatically created for the recipient using their email address. Account credentials are included in the delivery email. The gift card is immediately linked to the new account. The recipient can then log in, claim their card, and start shopping.

Q: Is there a limit to how many gift cards a customer can buy at once?

No module-level limit. Standard cart quantity limits and payment gateway limits apply.

Q: Can a customer buy a gift card and send it to themselves?

Yes — the "for myself" purchase path issues the card directly to the purchaser's account without a claim step. The card is available in My Cards immediately after the order is confirmed.

Claiming & Redemption

Q: What is "claiming" a gift card?

When a gift card is purchased for a recipient, it starts in *pending_claim* status. The recipient receives an email with a claim link. Clicking the link logs them in (or creates an account) and associates the card with their account — this is "claiming." After claiming, the card is in *active* status and ready to use at checkout.

Q: Can a gift card be used without claiming it first?

This depends on the store's *Allow Unlinked Card Entry* setting. When enabled (default), any customer can enter a gift card code at checkout regardless of whether the card is linked to their account. When disabled, the card must be claimed to the customer's account before it can be redeemed.

Q: Can a customer apply multiple gift cards to one order?

Yes. The checkout gift card section allows multiple codes to be entered. Each card contributes its balance until the cart total is covered. Any remaining order balance is charged to the customer's credit card.

Q: What happens when a gift card doesn't cover the full order?

The card balance is applied as a payment, and the remaining order total is collected from the customer's credit card in the same checkout. The customer sees a clear breakdown of the split before confirming.

Q: Can a gift card be used to buy more gift cards?

No. The system prevents circular redemption: a cart that contains gift card products cannot have gift card codes applied as payment. The customer will see an error message if they attempt this.

Q: Does an unused balance roll over after a partial redemption?

Yes. If a \$100 card is used on a \$60 order, the card retains a \$40 balance. The remaining balance is visible on My Cards and can be used on future orders.

Expiration & Status

Q: Do gift cards expire?

This is configured per product. The three expiry modes are: **None** (cards never expire), **Fixed Date** (all cards for the product expire on a set date), and **Relative** (each card expires N months or days after its purchase date). Many stores use "None" or a long relative period (e.g., 5 years).

Q: What happens when a card expires?

Expired cards cannot be applied at checkout. The remaining balance is zeroed in the ledger. Expired cards remain visible in My Cards and in the admin Issued Cards grid with "Expired" status. Admins can set a new expiry date if needed (during a refund or cancellation flow).

Q: What is the difference between expired, depleted, and voided?

- **Expired:** the card's expiry date has passed; the remaining balance is zeroed.
 - **Depleted:** the card's balance has reached \$0 through normal redemption(s).
 - **Voided:** an admin has manually cancelled the card, typically due to fraud or an error. Voiding does not automatically refund the purchaser.
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Refunds & Cancellations

Q: If a customer returns an order paid with a gift card, do they get the gift card balance back?

Yes. When an order with gift card tender is refunded, the system restores the balance to the gift card(s) used. Three restore modes are available: proportional (gift card and credit card shares restored in proportion to the original split), gift-cards-only (all refund credit goes back to the gift card; no credit card refund), and manual (admin specifies the exact restore amount per card).

Q: What if the gift card used on the original order was expired or voided at refund time?

If the card is expired, the admin is prompted to set a new expiry date before the balance can be restored. If the card is voided, its restore share is redistributed to the other live cards from the same order. If there are no live cards, the refund is processed to the credit card.

Q: Can a refund be issued as a new gift card instead of back to the original card?

Not automatically through the standard refund flow. An admin can manually issue a new gift card and adjust its balance. A formal "refund-to-new-card" workflow is a planned future enhancement.

Admin Operations

Q: Can I adjust a card's balance without going through an order?

Yes. In Admin → Shop → Gift Cards → Issued Cards, select a card and click **Adjust**. Enter the new balance amount. An *adjust* ledger entry is created with the delta. This is useful for correcting errors or adding a promotional bonus to a specific card.

Q: The recipient says they never got the delivery email. What should I do?

Find the card in Admin → Shop → Gift Cards → Issued Cards (filter by status = pending_claim). Click **Resend Claim Email**. A new email is sent to the recipient address on file. The previous claim link is invalidated and a new one is generated.

Q: How do I get the gift card liability number for accounting?

Go to Admin → Shop → Gift Cards → Liability Report. The grand total shows the total outstanding gift card value (the sum of all active and pending_claim card balances). Export as CSV for inclusion in financial reports.

Q: Can I look up a card by the last few digits?

Yes. The Issued Cards grid has a "Last 4" filter that searches the last 4 characters of the card code. This is designed for customer support: ask the customer for the last 4 digits of their card code to find their card.

Mobile Wallets

Q: Do I need to set up Apple and Google Wallet?

No. Mobile wallet support is optional. If not configured, the wallet buttons simply do not appear on the My Cards page. All other gift card functionality is unaffected.

Q: What does a customer see in Apple Wallet?

A store-branded storeCard pass showing the card code (QR code), the store name, current balance, and expiry date. The pass is updated when the balance changes (if pass update URLs are configured). On desktop, a QR code is shown to scan with the iPhone camera to add the pass.

Q: What Apple Developer credentials are needed?

A Pass Type ID certificate and private key, plus Apple's WWDR intermediate CA certificate. These are obtained through the Apple Developer Portal (requires a paid Apple Developer Program membership).
