

Frequently Asked Questions

Purchasing a gift certificate

Q: Where can I purchase a Jag's Steak & Seafood gift card?

A: Jag's gift cards can be purchased online, in person or by phone at (513)860-5353.

Q: May I include a message with my gift card?

A: Yes, you will be prompted during the order process to include a personalized message which will be written on the gift card holder.

Q: How will I receive confirmation of my online order?

A: You will be prompted to include your email address during the order process. Once your order has been placed, you will be sent a copy of your order and tracking information, if applicable.

Q: May I ship the gift card directly to my recipient?

A: No – you will have the option during the order process to supply the address you wish to ship the gift card to and Jag's will mail that out as a courtesy.

Q: I am interested in purchasing gift cards in bulk quantities. What discount programs do you offer?

A: Please contact Jag's office at (513)860-5353 for more information.

Q: Can I return or exchange my gift card?

A: Gift cards are non-refundable except in states where required by law. Gift cards are not redeemable for cash.

Gift Card Delivery

Q: What are my delivery/shipment options?

A: All Gift cards purchased online at our website are mailed standard delivery from Jag's to your address specified when purchasing from our website or held here at jag's for you to pick up. If you call in your gift certificate order and choose not to have standard mail delivery you then have other options:

- delivered via USPS 1st Class Mail – there is a \$3 shipping and processing fee for this method.
- Gift cards shipped via USPS 1st class mail cannot be tracked and will take approximately 5-7 business days to arrive.
- Gift cards can also be shipped via FedEx Ground, 2-Day Delivery, Standard Overnight and International Delivery for an additional cost, based on your delivery address & gift item weight.
- If you chose to have your gift card or cards delivered in any of these fashions other than standard mail delivery you must contact jag's directly at 513-860-5353 to make payment

arrangements once you have received your email confirmation for the actual gift card purchase.

Q: Will FedEx deliver to a P.O. Box?

A: No, unfortunately FedEx will not deliver to a P.O. Box. You will need to ship the gift card/gift item to a physical mailing address.

Q: When will my gift card/gift items arrive?

A: Gift card orders are processed & shipped Monday-Friday until 3:00pm EST. Any orders placed after 3:00pm EST will be processed & shipped the following business day. Please note: if you place an order for FedEx Standard Overnight delivery after 3pm EST on Thursday or any time on Friday, your package will be delivered on the next available business day (Monday – excluding holidays).

USPS 1st Class Mail – approximately 5-7 business days

FedEx Ground - 1-5 business days

FedEx 2-Day – 2nd business day after the order has shipped

FedEx Standard Overnight – the following business day after 3:00pm

Note: FedEx will not make delivery attempts on Saturday, Sunday or on Holidays. Jag's Steak & Seafood is not responsible for shipping delays due to courier error or inclement weather.

Q: I have not received my gift card, what do I do?

A: Please call us at (513)860-5353. If needed, we can cancel the original gift card that was shipped and ship a replacement using the same delivery method as your original order. If you would like to have it reshipped via another delivery method, the additional cost will be your responsibility.

Using your Jag's Steak & Seafood Gift Certificate

Q: Can Jag's Steak & Seafood gift cards be used for tax & gratuity?

A: No, you can only apply your gift card to food & beverage only.

Q: Can I use more than one Jag's gift card to pay for my check?

A: Yes, you may use as many Jag's gift cards as you wish to pay for your meal. (they must be the actual plastic Jag's gift card, you may only use one paper gift certificate, which is thru a 2nd party, to pay for your meal but you may also apply Jag's plastic gift card along with the paper.

Q: What will happen if I do not use the full amount of the gift card in one visit?

A: The balance will remain on your gift card until your next visit and until the full value has been depleted.

Q: Do gift cards expire?

A: Purchased gift cards from Jag's Steak & Seafood do not expire. However at times we will run promotional gift card sales that do have expiration dates and they will be noted on the gift card.

If you have any questions as to what type of gift card you have, please contact us at (513) 860-5353 for assistance.

Q: Can Jag's Steak & Seafood gift cards be replaced or refunded if lost or stolen?

A: Unfortunately Jag's Steak & Seafood is not responsible for lost or stolen gift cards. However, if you have a copy of your gift card purchase receipt, please contact our office at (513)860-5353 for assistance.