

Vikasati Gift Cards and Special Offers

Terms & Conditions

Last updated: November 2025

These Terms and Conditions govern the purchase, use, and redemption of all Vikasati Gift Cards, Gift Vouchers, and Special Offers issued by Vikasati Pty Ltd (ABN 32660144687) and Vikasati Dos Pty Ltd (ABN 76674210023) (together referred to as “Vikasati”, “we”, “us”, or “our”).

Our trading locations include:

- 147 Musgrave Road, Red Hill QLD 4059
- Shop 10/15 Pinter Drive, Southport QLD

If you have any questions or concerns regarding these Terms, please contact us at belong@vikasati.com.au.

1. General Terms

1.1. By purchasing or using a Vikasati Gift Card, Voucher, or Special Offer (collectively, “Voucher”), you agree to be bound by these Terms.

1.2. These Terms apply to all physical and electronic vouchers issued by Vikasati.

1.3. Vikasati reserves the right to amend these Terms at any time, provided that no amendment will retroactively alter the validity or value of vouchers already issued.

1.4. These Terms are governed by the laws of Australia.

2. Gift Card Terms

2.1. Nature of Gift Cards

2.1.1. Vikasati Gift Cards may be purchased for a specific service or session, or for a custom dollar amount chosen by the purchaser.

2.1.2. Gift Cards may be issued in physical or digital form and can be redeemed in person or online for eligible services or goods offered by Vikasati.

2.1.3. Gift Cards cannot be exchanged for cash, returned for a refund, or used to purchase additional gift cards.

2.2. Validity and Expiry

2.2.1. All Gift Cards purchased on or after 1 November 2019 are valid for a minimum of three (3) years from the date of purchase or issue, in accordance with ACCC and Australian Consumer Law requirements.

2.2.2. The expiry date will be clearly stated on each Gift Card or within its accompanying confirmation email.

2.2.3. After the expiry date, any unused balance is forfeited and cannot be refunded or redeemed.

2.2.4. Gift Cards cannot be reloaded or topped up once issued.

2.3. Fees and Charges

2.3.1. Vikasati does not charge any post-supply fees such as activation, account-keeping, balance-inquiry, or inactivity fees.

2.3.2. Replacement of lost, stolen, or damaged cards may incur a reasonable reissue fee, provided proof of purchase can be verified.

2.4. Redemption and Use

2.4.1. Gift Cards are redeemable only for services or products provided directly by Vikasati, subject to availability.

2.4.2. Gift Cards must be presented at the time of booking or payment. For online use, the code must be entered at checkout.

2.4.3. Gift Cards cannot be redeemed for third-party services, events, or promotions unless specifically stated.

2.4.4. No change will be given. Any unused balance remains on the card until expiry.

2.4.5. Gift Cards cannot be used in conjunction with other promotional discounts, vouchers, or offers, and may not be used as payment for discounted packages, special offer packs, or promotional pricing unless expressly stated by Vikasati.

2.5. Lost, Stolen, or Misused Cards

2.5.1. Treat your Gift Card like cash. Vikasati is not responsible for lost, stolen, or damaged cards.

2.5.2. Where proof of purchase can be shown and the card remains unredeemed, a replacement card may be issued at our discretion.

2.6. Business Changes or Closures

In the event of business restructuring, change of ownership, or closure, Vikasati will comply with its obligations under Australian Consumer Law regarding the redemption of valid gift cards and vouchers.

3. Discount Voucher and Special Offer Terms

3.1. Definition and Scope

3.1.1. Discount Vouchers or Special Offers refer to promotional vouchers, digital codes, printed coupons, or equivalent offers that provide a discount off specified goods or services.

3.1.2. These may include time-limited or customer-specific promotions, loyalty or event-based offers, or online discount codes.

3.2. Conditions of Use

3.2.1. All conditions, restrictions, and expiry dates will be clearly stated on the voucher, campaign page, or accompanying communication.

3.2.1A. Certain discounted offers, promotional packs, or limited-time sales may have shorter validity or expiry periods than standard gift cards. These expiry dates will be clearly stated at the time of purchase and on any accompanying materials. Such shorter periods are permitted under Australian Consumer Law where the offer is provided at a genuine discount or as part of a limited promotion.

3.2.2. Unless otherwise specified, discount vouchers:

- a. Cannot be used in conjunction with any other promotion or offer.
- b. Cannot be exchanged for cash or credit.
- c. Are valid only for the specific goods, services, or time periods identified in the offer.
- d. Are subject to availability and may be limited by capacity (“while stocks last” or “limited to first X customers”).

3.2.3. Vouchers may be redeemed in-store or online, as stated on the offer.

3.2.4. Once expired, the voucher is no longer valid and cannot be reissued or extended.

3.3. Errors and Misuse

3.3.1. Vikasati reserves the right to cancel or void any voucher that has been issued or redeemed in error, altered, duplicated, or used in breach of these Terms.

4. Liability and Governing Law

4.1. Except as required by law, Vikasati is not liable for any loss or damage arising from lost or stolen vouchers, misuse, or expired value.

4.2. Nothing in these Terms excludes or limits your rights under the Australian Consumer Law.

4.3. These Terms are governed by the laws of Queensland, Australia, and any disputes will be subject to the jurisdiction of Queensland courts.

5. Contact Information

5.1. For any questions regarding these Terms, or for assistance with a Gift Card or Voucher, please contact us at: belong@vikasati.com.au

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