

GIFT CARD FAQs



WHAT IS THE MINIMUM AND MAXIMUM VALUE FOR A MARKET BROILER GIFT CARD?

The minimum value for a Market Broiler Gift Card is \$10. The maximum for an individual Gift Card is \$250.

CAN I HAVE A GIFT CARD DELIVERED OUTSIDE THE U.S.?

At this time we are only able to ship within the U.S.

CAN I ORDER A GIFT CARD IF I LIVE OUTSIDE THE U.S.?

At this time we are not able to accept international forms of payment for online gift card purchases.

WHAT SHIPPING METHODS DO YOU OFFER FOR GIFT CARDS?

We offer USPS First Class, USPS with tracking (5-7 days), Fed-Ex Two-Day shipping, and FedEx Overnight shipping. Additionally, we offer e-gift cards that can be sent immediately via email.

WILL I RECEIVE A CONFIRMATION FOR MY GIFT CARD ORDER?

Yes, once your order is complete, you will receive an email confirmation with your order details including tracking for applicable orders.

I NEVER RECEIVED MY GIFT CARD?

Visit our Order Status page to see where your gift card is in the process. If you encounter an error, please email us at info@marketbroiler.com so we can investigate further. We will contact you within 24 hours or the next business day. Please note, our customer service hours are from 8 am - 5 pm, Monday - Friday.

I NEVER RECEIVED MY E-CARD?

We always recommend first checking your spam and junk folders within your email, as the message containing your e-card may have been sent there by mistake.

If you are still unable to locate your e-card, please email us at info@marketbroiler.com and we will contact you within 24 hours or the next business day. Please note, our customer service hours are from 8 am - 5 pm, Monday - Friday.

DID THE RECIPIENT RECEIVE THE E-CARD I SENT?

Due to varying circumstances regarding email, we cannot confirm if an e-card was received, we can only confirm that it was sent and to which email address it was sent (i.e. the email address provided during the order process). We recommend reaching out to the recipient directly to confirm receipt.

MY GIFT CARD BALANCE IS UNAVAILABLE?

Gift card balances are available online for gift cards issued after 7/1/2019. To check the balance of a gift card purchased before 7/1/2019, please contact our customer service team. Please provide the gift card number in your email to info@marketbroiler.com. You can also visit any of our Market Broiler locations to confirm any gift card balance.

FOR ADDITIONAL QUESTIONS, PLEASE CONTACT OUR CUSTOMER SERVICE TEAM AT [INFO@MARKETBROILER.COM](mailto:info@marketbroiler.com).

**PLEASE NOTE OUR CUSTOMER SERVICE TEAM IS AVAILABLE MONDAY - FRIDAY FROM 8 AM TO 5 PM.
INQUIRIES RECEIVED AFTER HOURS OR DURING THE WEEKEND WILL BE RESPONDED TO THE NEXT BUSINESS DAY.**



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