



Customers are able to purchase a Love Frisco e-gift card online at [LoveFriscoCO.com](http://LoveFriscoCO.com) and the Town of Frisco will add to the purchase with an additional 33% bonus e-gift card. **Love Frisco e-gift cards will be available for sale beginning November 15, 2020 through January 15, 2021 or while supplies last.**

## FREQUENTLY ASKED QUESTIONS

**What is Love Frisco, Winter Frisco?** The Town of Frisco has re-introduced the shop local e-gift card program through [Yiftee.com](http://Yiftee.com), as Love Frisco, Winter Frisco, to promote shopping locally at Frisco restaurants, retailers and staying in Frisco hotels and motels. Customers will be able to purchase the following amounts:

Spend \$30, receive \$10 bonus | Spend \$75, receive \$25 bonus | Spend \$120, receive \$40 bonus

**Does my Love Frisco Card expire?** The purchased value of a Love Frisco Card never expires. Bonus Love Frisco, Winter Frisco e-gift cards distributed between November 15, 2020 and January 15, 2021 will expire on March 31, 2021.

**Will my Love Frisco Card work anywhere?** Love Frisco e-gift cards can be used at any location that has signed up for the program making this a great holiday gift! A list of participating businesses may be found at [LoveFriscoCO.com](http://LoveFriscoCO.com) starting November 15, 2020.

**How do I access my Love Frisco Card?** Love Frisco e-gift cards (including bonus cards) are emailed or sent via text message when purchased. Love Frisco e-gift cards are also accessible via your Yiftee account, which was created when you purchased your Love Frisco e-gift card; access your account at [Yiftee.com](http://Yiftee.com).

**How do I check the balance of my Love Frisco Card?** Love Frisco e-gift card balances may be checked at [Yiftee.com](http://Yiftee.com) by logging into your account, which was created at the time of purchase.

**Is there a limit to how many bonus cards I can receive?** Yes, an individual account or email address may only receive up-to \$125 in Love Frisco, Winter Frisco bonus gift cards. If you received \$125 in bonuses from the previous summer Love Frisco, Shop/Stay Frisco program, you are eligible to receive another \$125 from the Love Frisco, Winter Frisco program.

**How is the Love Frisco Card redeemed?** The Love Frisco e-gift card is a MasterCard and is entered manually into a business' Point-of-Sale (POS) system or credit card machine. Love Frisco e-gift cards cannot be swiped at a credit card terminal, as they are not physical cards.

**Can refunds be applied to my Love Frisco card?** Yes, just as refunds would be applied to your credit card, they can also be applied to your Love Frisco e-gift card.

**Can I use the same card at multiple locations?** Yes, a Love Frisco e-gift card can be used more than once at multiple participating businesses provided there is adequate balance on your card.

**What happens if my purchase amount exceeds the balance on my Love Frisco Card?** If your purchase exceeds the Love Frisco card balance, just tell the business how much you have left on your Love Frisco card and ask them to charge that amount first and then provide a separate form of payment to cover the difference. If you are charging a tip, please make sure you have the balance to do that as well.

**What do I do if my Love Frisco Card is declined?** If your Love Frisco Card is declined, it could be because:  
1. The information was entered into the business' Point-of-Sale system or credit card machine incorrectly; have the business try re-entering the information. 2. There are not enough funds on your Love Frisco card to cover the purchase. Please see question above. 3. You are trying to redeem the Love Frisco card at a non-participating business, find participating businesses at [LoveFriscoCO.com](http://LoveFriscoCO.com).

**Are there fees associated with the Love Frisco Card?** Yes, a \$3.00 fee will be deducted monthly from a purchased Love Frisco e-gift card after 12 months of inactivity. Activity means any action resulting in a change in balance, other than fee imposition, or adjustment due to error or prior transaction reversal.

**Questions?** Please contact Tasha Wilson, Frisco/Copper Visitor Information Center Manager, at [TashaW@townoffrisco.com](mailto:TashaW@townoffrisco.com).