

Yiftee Customer FAQs

Q: What is a community gift card?

A: A community EGift Card is a gift card, powered by Yiftee and MasterCard, which works exclusively at participating small businesses of a particular community. The City of Warren has created the Mi Warren Buy Warren EGift Card that will be purchasable online through our Warren portal.

Q: Are these typical gift cards that we will swipe?

A: No, these are fully online and digital gift cards. Mi Warren Buy Warren cards are purchasable online and sent by text or email, with the option to print them out. When you bring your gift card to a business, they will key in your information (card number, cvv code, zip code, expiration), as any “card not present” MasterCard.

Q: Is this trustworthy?

A: Yes! Many places across the country have participated in Yiftee’s EGift Community Gift Card program, including our own Detroit and Ferndale. Additionally, every charge is processed through MasterCard.

Q: Why is this an exciting program?

A: When you purchase a Mi Warren Buy Warren EGift Card, you will receive extra value because Warren is covering the small service fees and adding bonuses for the launch. When you purchase a \$50 gift card, for example, there will be no fees and you will receive that card plus an additional \$25 bonus gift card. The City of Warren is gifting these bonuses and covering fees, while supplies last, to give the community the most value for their dollar and to facilitate extra spending that will help our local businesses during these trying times.

The gift cards and the bonus cards will be redeemable at any participating business. You can redeem part of it for lunch and then go down the street to use it for a haircut! This program gives you flexibility, value, and the opportunity to help your community.

Q: Do these cards expire?

A: Special promotions, rewards and bonuses can expire, but purchased gift cards do not expire.

Q: What if I want a refund after using the card?

A: Purchases are subject to whatever return policy the business has adopted, but refunds can be processed to the gift cards as they would be to any MasterCard.

Q: Can I split payment if my purchase exceeds the value of the card?

A: Yes, but the specific amount charged must be determined first, as these gift cards will be declined if they are charged for more than their value.

Q: Can tips be added to the card?

A: No, tips cannot be added after the fact. This is because there is no hidden tip tolerance added when the card is charged, as it can be charged its full face value.

Q: If a participating business has multiple locations, can I use the card at all of them?

A: Only locations in Warren that have agreed to participate will be able to accept the cards.

Q: I still have questions, what should I do?

A: If you have any outstanding questions, comments or concerns, feel free to send those to dclark@cityofwarren.org or call 586-574-4676 (extension 4529).