

Frequently Asked Questions

❖ Where to purchase a Downtown gift card

- Downtown gift cards may be purchased at the Downtown office located at 101 S 3rd Street, Suite 100. Regular business hours are Monday through Friday from 10:00 am to 4:00 pm.
- Gift cards may also be purchased online. If purchased online, the gift cards can be mailed to the recipient and address you provide on the form, or they may be picked up at our office during regular business hours. If gift cards are mailed, a shipping fee of \$1.00 per card will be added to the total purchase.
- In addition, you may purchase gift cards at Colorado Baby located at 560 Main Street. Business hours are Monday through Saturday from 10:00 am to 5:00 pm.

❖ Where can I use my gift card?

- More than 100 Downtown businesses from restaurants, retail shops, salons, and other venues accept the Downtown gift card. Check out the list of participating businesses at <https://downtowngj.org/where-to-use-your-downtown-gift-card/>

❖ What denominations are available?

- Downtown gift cards can be purchased in any amount from \$10 to \$500.

❖ How to purchase multiple gift cards with different amounts online?

- Please contact our office at 970-255-4922 and someone can assist you.

❖ Do gift cards expire?

- Downtown gift cards do not expire. However, after 12 months of inactivity from the purchase date, a \$3.00 fee will be deducted each month from the balance on the card until the card is used or there are no longer any funds on the card.

❖ What are the processing fees?

- There are no processing fees to purchase a card.

❖ How much does it cost to mail a card?

- Shipping costs are \$1.00 per card.

❖ How long does it take to get a card by mail?

- Gift cards are mailed no later than the business day following purchase. Cards are mailed via United States Postal Service (USPS) first-class mail. Once processed and placed in the mail, the DDA cannot guarantee delivery time; however, they usually arrive in five to seven days.

❖ How do I check the balance on my card?

- Check your balance by calling 800-755-0085 or going to <https://www.getmybalance.com/>

❖ What if I lose my gift card?

- In some cases, we can cancel your gift card and reissue a card with the remaining balance.

❖ Can I “reload” or add to the balance on my card?

- We are not able to add to the balance on your card.