

1. **What types of Mountain Hardwear Gift Cards are available?** The Mountain Hardwear Gift Card is a digital Gift Card with monetary value. The Mountain Hardwear Promotional Gift Card is a Gift Card given out as a purchase incentive.
2. **Where can I redeem a Mountain Hardwear Gift Card?** Gift Cards and E-Gift Cards are redeemable for merchandise only at Columbia Sportswear owned-retail and outlet stores in the Canada as well as at Mountain Hardwear and SOREL retail stores. Gift Cards can also be redeemed online at columbiasportswear.ca, mountainhardwear.ca and sorelfootwear.ca.
3. **How can I pay for a Mountain Hardwear Gift Card?** Gift Cards can be purchased in-store or online using Visa, MasterCard, American Express or Discover Cards.
4. **Can I include a message with my Gift Card purchase?** Yes, Gift Cards purchased online at Mountainhardwear.com can include up to a 200 character message.
5. **Can I reload my Mountain Hardwear Gift Card?** Gift Cards can be reloaded in-store or by calling Customer Service at 877-927-5649.
6. **Can I return my Mountain Hardwear Gift Card?** Gift Cards are non-refundable.
7. **Does my Gift Card expire?** Mountain Hardwear E-Gift Cards do not expire. Promotional Gift Cards distributed as a purchase incentive will have an expiration date listed on the card.
8. **Does my Gift Card have any fees?** The Mountain Hardwear Gift Card has no fees.
9. **Can Mountain Hardwear Gift Cards be redeemed for cash?** Mountain Hardwear Gift Cards are not redeemable for cash, except where required by law.
10. **What happens if I lose my Mountain Hardwear Gift Card?** Mountain Hardwear will not replace lost Gift Cards.
11. **What happens if my Gift Card is stolen?** Mountain Hardwear will not replace stolen Gift Cards.
12. **What happens if my Gift Card is damaged?** Mountain Hardwear will not replace damaged Gift Cards.
13. **How can I check my Gift Card balance?** Visit <http://mountainhardwear.ca/giftcards>
14. **Where can I find my PIN number?** On physical Gift Cards, the PIN can be found under the scratch off on the back of the card. On E-Gift Cards, it's included in the actual E-Gift Card email.
15. **What is the PIN number for?** The PIN number is required for online Gift Card redemptions.

16. **How long is the PIN number?** PIN numbers are 4 numerical digits.

17. **How do I place a Corporate or Bulk Gift Card order?** Please email giftcards@powerhousebrands.com