



Customers were able to participate in the Love/Shop/Dine/Stay Frisco e-gift card program online at [LoveFriscoCO.com](https://LoveFriscoCO.com) with the Town of Frisco adding to the purchase with an additional 33% bonus e-gift card. **Love Frisco e-gift cards were available for sale with a bonus from June 12, 2020 - August 31, 2020 and from November 15, 2020 - January 15, 2021.**

## FREQUENTLY ASKED QUESTIONS

**What is Love Frisco, Winter Frisco?** The Town of Frisco hosted a shop/dine/stay e-gift card program through [Yiftee.com](https://Yiftee.com), as Love Frisco, to promote dining locally at Frisco restaurants, shopping at retailers, and staying in Frisco hotels and motels. Frisco provided a bonus amount during those times as a way to encourage and support local businesses. Customers were able to purchase the following amounts in the summer of 2020 and during the winter 2020/21 season:

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

### **Does my Love Frisco Card expire?**

The purchased value (\$30, \$75, & \$120) of a Love Frisco Card **never expires**.

Bonus Love Frisco e-gift cards (amounts of \$10, \$25, & \$40) distributed between November 15, 2020 and January 15, 2021 expired on March 31, 2021, and the summer 2020 Love Frisco bonus cards expired on September 15, 2020.

**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.

**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. [A list of participating businesses may be found here.](#)

**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](https://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](https://Yiftee.com) by logging into your account, which was created at the time of purchase.

**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. Remember- purchased cards never expire, but the bonus cards have.

**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 the question above. 3. You are trying to redeem the Love Frisco card at a non-participating business-[A list of participating businesses may be found here.](#)

**Questions?** Please contact [Yiftee.com](https://Yiftee.com) with any card or balance related issues and contact Vanessa Agee at 970-668-9120 or at [VanessaA@townoffrisco.com](mailto:VanessaA@townoffrisco.com) with any other questions.