

BACK MARKET GIFT CARD TERMS AND CONDITIONS

Last updated: November 19, 2025

Welcome to Back Market! These Gift Card Terms and Conditions ("**Gift Card Terms**") govern the purchase, use, and redemption of Back Market Gift Cards ("**Gift Cards**") on www.backmarket.com (the "**Platform**"). By purchasing or using a Gift Card, you agree to be bound by these Gift Card Terms, as well as our Terms of Service, Privacy Policy, and other applicable policies, all of which are incorporated herein by reference. These Gift Card Terms apply in addition to our Terms and Conditions. In the event of any conflict or inconsistency between these Gift Card Terms and the Terms and Conditions, these Gift Card Terms shall prevail with respect to Gift Cards.

1. What's a Back Market Gift Card?

A Back Market Gift Card is a prepaid digital voucher that can be used as a payment method when purchasing eligible products on the Platform. Gift Cards are designed for personal use or as a thoughtful gift for others, offering the flexibility to shop from our wide selection of refurbished devices and accessories. Gift Cards are available in various countries and are delivered electronically to the recipient.

2. How to Buy & Activate our Gift Card

You can purchase Gift Cards directly on the Platform:

- **Choose your favorite design:** select from a variety of Gift Card designs to suit any occasion;
- **Flexible amount:** Choose a predefined value or enter your own amount between \$20 and \$500. You can pay for your Gift Card by credit/debit card. "Buy now, pay later" options, as well as payment with promo codes or other gift cards, are not available for Gift Card purchases.
- **Instant activation:** Your Gift Card will be activated and ready to use immediately after purchase;
- **Personalized gifting:** Add a custom message to make the recipient's email more special;
- **Location matters:** Buy your gift card on the Platform that matches where it will be used. Gift Cards only work in their original marketplace (a gift card purchased in US only works on www.backmarket.com);
- **Easy delivery:** The gift card will be sent to your email after purchase. You can then forward it to the recipient whenever you wish;
- **Order confirmation:** You'll receive a confirmation email with all the details of your Gift Card, including the amount and order date.

You can buy one Gift Card per transaction.

3. How to Use your Gift Card

Recipients should have received the Back Market Gift Card by email, including details about the card amount and expiration date (if applicable). To use your Gift Card, simply enter the single-use code in the "Add a promo code or gift card" field during checkout on the Platform, taking into consideration that:

- Gift Cards do not have an expiration date, they remain valid until the full balance is used;
- Only one Gift Cards may be applied per order;
- Gift Cards are single-use: any unused balance will not be refunded or credited. Gift Cards can't be reloaded, resold, or transferred to another user. If your purchase is worth more than your Gift Card, you can cover the difference with your preferred payment method;
- Gift Cards cannot be used with other discounts, paired with another Gift Card or used to buy another Gift Card;
- Gift Cards cannot be redeemed for cash, used for cash withdrawals, or exchanged for cash under any circumstances;
- Unfortunately, Gift Cards cannot be exchanged, replaced, or refunded in the event of loss or theft.

4. What if I change my mind?

You may return Product(s) bought with a Gift Card within 30 days of receipt of the Product(s) even in cases where there are no defects or other discrepancies with the order ("Right to cancel"). The date the Product(s) are received is not counted when determining the 30 day period. If this period ends on a Saturday, Sunday or a public holiday, such period is extended until the next business day.

To return Product(s), please follow the instructions explained in our [Terms and Conditions](#).

If all the conditions relating to the exercise of the Right to cancel are met, the seller will refund you the total amount of their order (including delivery costs). When purchased with a Gift Card, you will receive a new gift card for the corresponding amount. The new Gift Card will have a different code from the original. If the returned Product(s) was paid for using a combination of a Gift Card and another payment method, the refund will be issued primarily to the Gift Card, up to the amount originally paid with the Gift Card. Any remaining balance will be refunded to the alternative payment method used.

5. Personal data

The use of a Gift Card may involve the collection, processing, and storage of personal data in order to manage your Gift Card and track your purchases. Such data is used exclusively as part of your commercial relationship with Back Market and is accessible only to teams responsible for customer service. Your personal data will be retained in accordance with applicable laws and regulations. You have the right to access, rectify, restrict, or delete your personal data, as well as the right to object to or request the portability of your data at any time. To exercise these rights, please contact us at legal@backmarket.com or the following postal address: Back Market, Legal Team, 41 Union Square W, 2nd Floor, New York, NY 10003.