

# Foxtail Coffee Co.

## Gift Card Terms & Conditions

*Effective Date: June 17, 2026*

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These Terms and Conditions ("Terms") govern the purchase, use, and redemption of Foxtail Coffee Co. gift cards, including physical gift cards and digital/e-gift cards (collectively, "Gift Cards"). By purchasing or using a Foxtail Coffee Gift Card, you agree to be bound by these Terms.

### 1. Issuance & Activation

Gift Cards are issued by Foxtail Coffee Co., a Florida-based specialty coffee company. Gift Cards are available for purchase in-store at any Foxtail Coffee location and online at [foxtailcoffee.com](https://foxtailcoffee.com).

- Physical Gift Cards are activated at the point of sale.
- Digital Gift Cards (e-gift cards) are activated upon successful payment and delivered to the recipient via email.
- Gift Cards are denominated in U.S. dollars.

### 2. Redemption

Gift Cards may be redeemed for eligible purchases at any participating Foxtail Coffee Co. location, and where online ordering is available.

- Gift Cards cannot be used to purchase other Gift Cards.
- Gift Cards are redeemable toward food, beverages, merchandise, and retail coffee products sold by Foxtail Coffee.
- To redeem, present the Gift Card (physical or digital) at time of purchase. The cashier or app will deduct the purchase amount from the available balance.

### 3. Balance Inquiries

You can check your Gift Card balance at any time by:

- Visiting any Foxtail Coffee location and asking a barista or cashier.
- Logging in to your Foxtail Coffee App account (if the card is linked to an account).
- Contacting Foxtail Coffee guest services at [support@foxtailcoffee.com](mailto:support@foxtailcoffee.com).

### 4. No Expiration & No Fees

Foxtail Coffee Gift Cards do not expire. We do not charge dormancy, inactivity, service, or maintenance fees on any Gift Card balance. The full value of your Gift Card will remain available until fully redeemed.

## **5. Lost, Stolen, or Damaged Cards**

Foxtail Coffee Co. is not responsible for lost, stolen, damaged, or unauthorized use of Gift Cards. Treat your Gift Card like cash. If you have registered your Gift Card to your Foxtail Coffee account, please contact us immediately at [support@foxtailcoffee.com](mailto:support@foxtailcoffee.com) so we can assist in protecting your remaining balance. We are unable to replace unregistered Gift Cards that are lost or stolen.

## **6. Reloadability**

Standard Foxtail Coffee Gift Cards are reloadable. Stored value accounts or loyalty-linked cards (if applicable) may have different terms — please refer to the applicable program terms for those products.

## **7. No Cash Redemption**

Gift Cards cannot be redeemed for cash, check, or credit, except where required by applicable law. Gift Cards are not transferable for cash value and may not be used to obtain cash advances or as payment on any account. Foxtail Coffee reserves the right to refuse redemption in instances of suspected fraud or misuse.

## **8. Returns & Refunds**

Gift Cards are non-refundable. If a purchase made with a Gift Card is returned in accordance with Foxtail Coffee's general return policy, the refunded amount will be returned to the original Gift Card or issued as a new Gift Card, not as cash.

## **9. Fraud Prevention**

Foxtail Coffee Co. reserves the right to cancel, deactivate, or place a hold on any Gift Card if we reasonably suspect it was obtained through fraudulent activity, purchased with a fraudulent payment method, or is being used in violation of these Terms. In such cases, we may refuse redemption without liability.

## **10. Limitation of Liability**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, FOXTAIL COFFEE CO. SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH YOUR USE OF A GIFT CARD, INCLUDING BUT NOT LIMITED TO LOSS OF STORED VALUE DUE TO UNAUTHORIZED USE, TECHNICAL ERRORS, OR CARD MALFUNCTION.

## **11. Governing Law**

These Terms are governed by the laws of the State of Florida, without regard to its conflict of laws provisions. Any disputes arising from these Terms or the use of a Foxtail Coffee Gift Card shall be subject to the exclusive jurisdiction of the state and federal courts located in Orange County, Florida.

## **12. Modifications to These Terms**

Foxtail Coffee Co. reserves the right to modify these Terms at any time. Updated Terms will be posted at [foxtailcoffee.com](http://foxtailcoffee.com) and will apply to Gift Cards issued after the effective date of the update. Continued use of your Gift Card following any such modification constitutes acceptance of the revised Terms.

## **13. Contact Us**

For questions about your Gift Card or these Terms, please reach out to us:

### **Foxtail Coffee Co.**

Email: [support@foxtailcoffee.com](mailto:support@foxtailcoffee.com)

Website: [foxtailcoffee.com](http://foxtailcoffee.com)

Headquarters: Orlando, Florida