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NEWS RELEASE



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It's Gift Card Season! Know Your Rights for Gifting or Receiving

VENTURA, Calif. – If you are giving or receiving a gift card this holiday season, make sure you know your rights! California law offers important protections for gift card holders and purchasers, ensuring fairness and transparency in how gift cards can be used and redeemed.

These consumer rights are outlined in California Civil Code section 1749.5:

- Gift cards in California never expire.
- Retailers must replace or refund the value of unusable gift cards.
- Upon request retailers must provide cash or a check for gift card balances of \$9.99 or less.
- Gift cards sold in California cannot be subject to service or related fees, except for dormancy fees under very limited circumstances.

Additionally, gift card issuers may not "opt out" of the requirements of Civil Code section 1749.5.

If you experience issues using or obtaining a refund for an eligible gift card, the Ventura County District Attorney's Office encourages you to take action. Contact us via email at daspecialops@ventura.org or by phone at (805) 662-1750.

Learn more about holiday gift card scams on our [Instagram page](#).