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**FREQUENTLY ASKED QUESTIONS**

**Purchasing a Holiday gift card**

**Q: Where can I purchase a Ruth’s Chris Steak House Holiday Gift Card?**

A: Ruth’s Chris Steak House Holiday gift cards can be purchased online beginning November 26th. Holiday Bonus Cards available in-store beginning December 2nd. Promotion runs through December 31st or while supplies last.

* Online at [ruths-chris.com](http://ruths-chris.com/) and in the restaurants at either of the following locations:
	+ **Charlotte SouthPark** - 6000 Fairview Road, Charlotte, NC 28210
	+ **Charlotte Uptown** - 222 South Tryon Street, Charlotte, NC 28202
	+ **Asheville, Biltmore Village** - 26 All Souls Crescent, Asheville, NC 28803
	+ **Historic Savannah** - 111 W. Bay Street, Savannah, GA 31401

**Q: Will I receive confirmation of my online order?**

A: You will be prompted to include your email address during the order process. Once your order has been placed, you will be sent a copy of your order which will also serve as your receipt. If you haven’t received an email from Charlotte Prime, giftcards@ruths-chris.com, please check to be sure it isn’t in your junk mail. If you do not receive an email confirmation, please call 704.631.2200.

**Q: Where will the gift cards and BONUS cards be shipped?**

A: All cards purchased online will be sent to the shipping address entered by the user.

**Q: What will the package look like?**

A: The order will be sent using The United States Postal Service. Look for a white envelope bearing a Ruth’s Chris return address. Please allow 7-10 *business* days for arrival.

**Q: Can I return or exchange my gift card once it is received?**

A: Gift cards are non-refundable if lost or stolen.

**Q: What is the shipping charge?**

A: There is a $2 shipping and handling fee added for each gift card purchase to cover the cost of postage and fulfillment. For example, if you purchase three gift cards, the fee will be $6. This fee also covers the personal greeting card holder and envelope for gifting. Shipping fees are waived for cards purchased in-store.

**Q: What are my delivery/shipment options?**

A: Gift cards will be shipped through the United States Postal Service. This method can take 7-10 ***business*** days depending on mail volume. Other methods of shipment are not available. Please note that if your billing address isn’t in the states of **GA,** **NC,** or **SC,** your order will not be processed. In addition, the shipping zip code must be within a 50 mile radius of the Charlotte, Asheville or Savannah restaurants.

**Q: If I have not received my online gift card order, what do I do?**

A: Please allow approximately two weeks from the date that your order is placed. If the card(s) is not received, please call 704.631.2200 or email giftcards@ruths-chris.com

**Q: Where may I use my Ruth’s Chris Steak House gift cards and bonus cards?**

A: Our gift cards are conveniently available for redemption in Charlotte, Asheville, NC and/or Savannah, GA.

**Q: Can Ruth’s Chris Steak House gift cards be used for tax & gratuity?**

A: Yes, you may apply your gift card to the entire check including food, beverage, tax & gratuity.

**Q: Can I use more than one gift card to pay for my check?**

A: Yes, you may use as many gift cards as you wish to pay for your meal. Please note that these gift cards aren’t accepted for private dining bookings.

**Q: What will happen if I do not use the full amount of the gift card in one visit?**

A: The balance will remain on your gift card until the full value has been depleted.

**Q: Do gift cards expire?**

A: Purchased gift cards do not expire. We do not charge a maintenance or non-usage fee to your gift card. We do issue promotional and business trade gift cards that do expire.

**Bonus Cards Frequently Asked Questions**

**Q: How do I qualify for BONUS cards?**

A: For every $100 in gift card purchases, you will automatically receive one $25 BONUS card. Example: If you purchase $300 in gift cards at once, you will receive (3) $25 BONUS cards.

**Q: How do I receive my BONUS cards?**

A: For gift cards purchased online, all BONUS cards will be mailed to the shipping address entered online. BONUS cards only available in-store for gift cards purchased at one of our Charlotte, Asheville or Savannah, GA locations.

**Q:** **When can I use my BONUS cards?**

A: BONUS cards can be conveniently redeemed at our Charlotte, Asheville and/or Savannah, GA locations **between January 1, 2020 and March 31, 2020. Bonus cards are not available for redemption in 2019.**

**Q: Can I gift the BONUS cards as well?**

A: YES

**Q: Can I combine the gift card purchases with other promotions at Ruth’s Chris Steak House?**

A: No. Gift cards cannot be combined with other promotions through Ruth’s Chris Steak House.