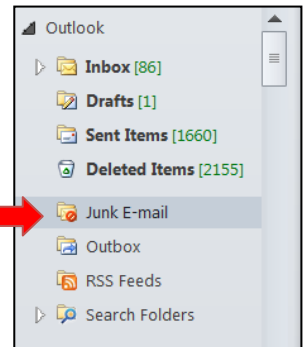


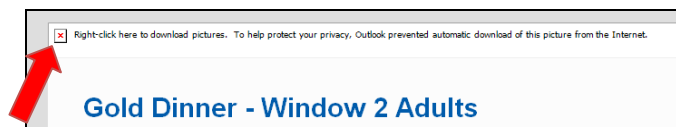
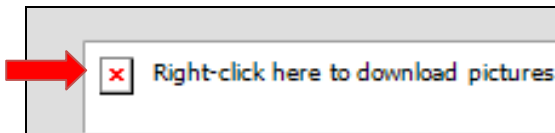
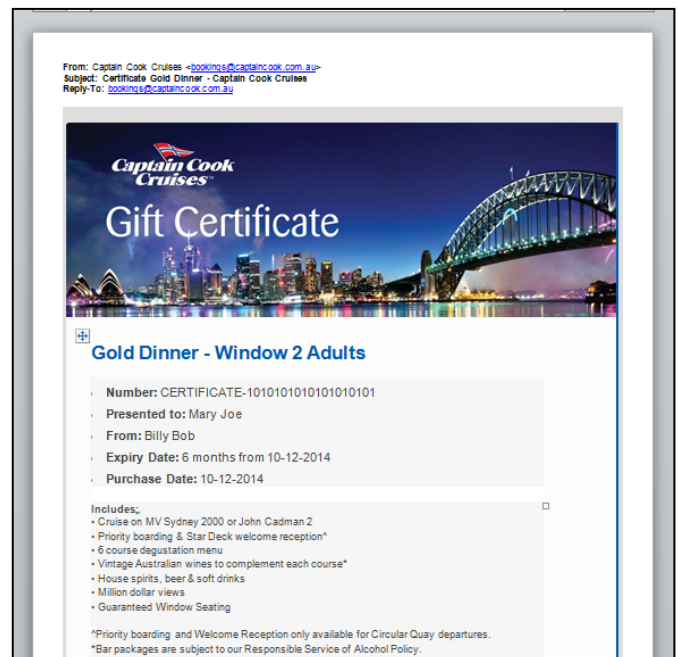
## My Gift Certificate has not arrived

- If you have purchased your Gift Certificate online, you will receive your certificate by email
- The email address it will be sent to is the one you entered on the Order page, not the payment form.
- If your certificate has not arrived by email within 30 minutes
  - Please check your internet/email connection
  - Your computer may have a high filter setting and our email may have been redirected to your "Junk" or "Trash" email folder.



## What does the Gift Certificate look like?

- If you have purchased your Gift Certificate online, you will receive your certificate by email
- The Gift Certificate appears in the body of the email – not as an attachment
- Please be sure to click the Download pictures button in the header to see the image



## How do I present my gift?

Here are three ways to present your gift

- Print the email and put it inside your card
- Forward the email directly to your receiver
- Copy the certificate from the email and paste into a word document. You can then personalise the certificate with your own individual style – just remember to keep all the words & mostly importantly the Certificate No.

## I still need help

That's fine – we are happy to help. Please call us on +61-2-9206 1111 or email [dine@captaincook.com.au](mailto:dine@captaincook.com.au). Working days Monday to Friday are best but if it's urgent we will try to meet your requirements.