

FAQ

FREQUENTLY ASKED QUESTIONS

A. Can I use both gift card balance and credit card to pay with my order?

Yes! If you do not have enough gift card balance, or you'd like to reserve some for a different order, you can pay with both.

B. Do I need to know a gift card number?

No! Any "points" or budget awarded to your account gets automatically added to your gift card. You never need to "Redeem a gift card".

C. Do I need to use the "Redeem a Gift Card" option?

No. You will never need to use that feature. Your gift card balance has already been attributed to your account.

D. What if I accidentally pay with my credit card instead of using my gift card balance?

Email: support@op1.com with your order # and details and we will refund the appropriate amount and reduce your gift card balance for you.



HOW TO USE YOUR GIFT CARDS

1. Log into your store
2. Add items to your cart
3. During checkout, on the Payment step, choose "Use Gift Card Balance".
4. Enter in the amount you'd like to allocate for the order
5. Continue with checkout as normal