

GIFT VOUCHERS

minimum recommended information
to be displayed on a gift voucher.

What is a gift voucher?

A gift voucher is bought by a consumer from a professional, in order to offer it to a third party. The recipient of the gift voucher can exchange it for a specified good or service equivalent to the amount shown on the voucher.

This is not to be confused with a value voucher, which is distributed free of charge by the professional and entitles the holder to a price reduction at the time of purchase.

For the professional!

A gift voucher contains the following information, preferably not handwritten and in one of the official languages in Luxembourg:

- amount in euros,
- date of issue,
- period of validity,
- any other restrictions: eligible shops, handling of any difference in value between the chosen gift and the voucher...
- the legally required details of the issuing company:
Company name, number of the commercial register,
number of the operating licence...

Gift voucher for a specially selected product or service:

The professional informs the customer offering the gift voucher:

- if the price increases between the date of purchase of the gift voucher and the request of the recipient of the cheque, the difference will be charged to the recipient.
- if the product or service mentioned no longer exists, the beneficiary can choose another product or service of the same value.

How long is the gift voucher valid for?

A gift voucher is valid for at least two years.

What should be done if the customer does not use the full value of the gift voucher?

The professional can choose to:

- refund the difference or
- offer a new gift voucher for the remaining value.

The gift voucher charter

In Luxembourg, the Luxembourg Confederation and the Horesca have undertaken to promote good practice, in a charter for the proper handling of gift vouchers.

The gift voucher charter was signed on 19 June 2020 and is a joint initiative of the Consumer Protection Directorate, the Union Luxembourgeoise des Consommateurs (ULC) and the relevant professional organisations. A copy can be obtained from the signatories and displayed on the premises of participating professionals.

Who should I talk to if I have a dispute about a gift voucher?

Both professionals and consumers can contact the “Médiateur de la Consommation” before initiating any other procedure. www.mediateurconsommation.lu



More information



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