

Pj and Friends (PAF)
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407-434-1705 – ON AIR
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June 9, 2011
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[Listen Live](#)

FOR IMMEDIATE RELEASE – Consumer Warning

This is a consumer warning:

www.giftcards.com
495 Mansfield Ave.
Pittsburgh, PA 15205
866.739.4914 x 9101

Pj and Friends is a web based radio show in an attempt to find customizable gift cards to give as prizes and giveaways to generate customer loyalty. We researched companies that allowed customized gift cards.

We came across www.giftcards.com and after review they seemed like the most reliable and real source to place and order. So we placed an order on 06/05/2011.

We customized the card with a banner photo from our website. Completed the order process and paid for the cards. Less than 24 hours our order was cancelled we received a form email with a long list of reasons why we could have been denied but nothing indicated why ours had been.

We reviewed our bank statement and saw that an approval for the order had been obtained and was told by our bank that it could be held up to 15 days even though they cancelled the order unless they contacted the bank to release the hold.

A call to customer service about the cancellation was not useful and we had to ask for a call back. A few hours later we did receive a call from a representative who said that if we wanted to we could order a "CORPORATE" type of card but it required a min of 20 cards. This is a lot more than we were prepared to order on the first attempt. We wanted to see how this would work and not be stuck with an expensive 20 card order.

We believe that this site may be attempting to get debit and credit card information from customers cancelling the orders to try and get the customers to up sell or buy a more expensive program.

Please consider this a consumer warning while our experience may not be everyone we strongly believe that caution be used when dealing with this vendor.

Released to:

WESH 2 News at 407-645-2222 wesh2news@gmail.com
WKMG news desk at 407-521-1323 desk@wkmg.com
WFTV Newsroom: 407-822-8353 news@wftv.com
TV13 407-513-1300 mhibbard@cfnews13.com

PJ and Friends Show Information:

Host and Producer - Pj Pantaleo - Pj has be in the marketing field for the past 10 years working for companies like Hilton Grand Vacations, Celebrity Resorts, Contracting with companies like Orange Lake. In 2008 Pj graduated from SAK Comedy Lab, and In Dec of 08 joined an improv troupe Power 2 Improv as the marketing director and player, performing every Saturday at the Clarion Resort & Water Park in Kissimmee

Co-Host Matt Gervia – Matt has been in the customer service/marketing field for over 10 years. He has worked for companies like Hilton Grand Vacations, Celebrity Resorts, and Oak Plantation Resort. Matt Graduated from SAK Comedy Lab in 2008 and in December of 08 became a player and the managing director of Power 2 Improv. Performing every Friday and Saturday at the Clarion Resort & Water Park in Kissimmee, and every Weds at Oak Plantation Resort in Kissimmee. www.power2improv.com