

# Managing your go card online

With a registered go card you can manage your go card online. Phone TransLink on 13 12 30 to set up your go card online account.

Use go card online to:

- top up your go card balance
- check your account balance
- view your transaction history
- change your personal details.

## Damaged go cards

Your go card is durable and comes with a three year warranty for manufacturing defects. It is important to keep your go card in the provided wallet and use it for its intended purpose only. Your go card is not covered by the warranty if it has been:

- hole punched
- in contact with water
- subject to any other misuse.

## Card expiry (child and concession go cards)

After the card expiry date the card can no longer be used for travel.

- concession go cards expire on the same date as the concession entitlement used at the time of purchase
- a child go card expires on the child's 15 birthday.

If you wish to continue travelling using go card you will need to purchase a new card and add a minimum \$5 balance to it. Any refund amount from the expired card can be transferred to the new go card or refunded to you.

Check the guide to cancellations and refunds online by visiting [www.translink.com.au/go](http://www.translink.com.au/go) or call TransLink on **13 12 30** for more details.