



Gift Card Replacement and Refund Request

Be certain to keep a record of all card numbers that you are sending back for exchange, replacement, or refund.

Complete and print this form and return it with your card(s) to:

SVM Replacement Center
3727 Ventura Drive
Arlington Heights, IL 60004

If your card is valued at \$25 or less, you can submit the form and a copy of the front and back of the card via one of the following methods:

Fax: 847.553.9222

Email: info@svmcards.com

Replacement orders valued at \$150 or less will be mailed to you through the US Postal Service via First Class Mail. Please allow up to ten days for shipping.

Replacement orders valued at over \$150 will be sent FedEx Ground and a shipping fee of \$10.95 will be deducted from the value of your gift card. Replacements of deactivated cards will not be charged for shipping. Replacements sent via FedEx will require a signature. If you would like your replacement card(s) sent to a business address, please enter the appropriate business name and address below.

Remaining card balances may be subject to refund as required by law. Please call SVM at 1-800-786-8028 if you wish to inquire about a refund. Cards with a low balance may not function at certain pumps or stations. If this occurs, you may obtain a refund for the full remaining balance on your card by calling SVM at 1-800-786-8028.

Name: Daytime Phone:

I would like the card(s) shipped to:

Business Name: Unit:

Street Address:

City: State: Zip Code:

Email Address (for shipping confirmation):

Number of cards being returned:

Why are you returning the card(s)?

Card does not work at the register/pump.

Card is damaged (please explain):

(A 15% fee may be deducted from the balance of your gift card(s))

I do not have a location near me that will accept the card.

I would like to exchange this card for (Chevron, Texaco, ExxonMobil, Sunoco, 76, Conoco, Phillips 66):

(A 15% fee may be deducted from the balance of your gift card for exchanges)

Other (please explain)