



Date:

## Gift Card Replacement Request Form

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

For information on a **refund** for a card with a balance of **\$10 or less**, please see the bottom of this form.

Completed Form  
Gift Card(s)  
Proof of Purchase (receipt)



SVM Replacement Center  
3727 N Ventura Dr  
ArlingtonHeights, IL 60004

**Name\***  **Daytime Phone\*** (  )  -

**Business Name**  **Unit**

**Street Address\***

**City\***  **State\***  **Zip Code\***

**Email Address** (for shipping confirmation)\*

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**Quantity of cards\***  **How/Where did you obtain the card(s)?\***

**Card Numbers\***

**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 (check one)  76  Chevron  Conoco  ExxonMobil  
*(A 15% fee may be deducted from the balance of your gift card(s))*  Phillips 66  Texaco

Other (please explain)

**\*required field; please print legibly**

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. This is not a trackable service.

Replacement orders valued at **over \$150** will be sent FedEx Ground, and a **shipping fee of \$11.50** will be deducted from the value of your gift card (except replacements of deactivated cards, which 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 above.

Note: If your card has a value of **\$10 or less**, SVM will **refund** the value of your card upon request (Chevron, Texaco, Choice, ExxonMobil, Sunoco, 76, Conoco, Phillips66 only). Please call SVM at 1-855-585-3645 Monday through Friday, 8:00am – 5:00pm CT. For these cases, there is no need to mail in your card(s) or complete this form. Cards with a low balance (\$10 or less) 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 1-855-585-3645 Monday through Friday, 8:00am – 5:00pm CT.