

Chick-fil-A Gift Card Replacement Form

Submit completed form to:

Preferred Method

Email completed form and supporting documentation to:

TreasuryCares@chick-fil-a.com

(Please allow up to 6 weeks for a response.)

Mail completed form and supporting documentation to:

Chick-fil-A, Inc.
Treasury Department
Attention: Gift Card Replacements
5200 Buffington Road
Atlanta, GA 30349-2998

OR

(Please allow up to 12 weeks for a response.)

Thank you for contacting us for a gift card replacement. Before completing the form, please note:

- Only cards that have a remaining balance can be replaced. Lost and stolen cards are processed first upon receipt of a fully completed form.
- Without a purchase receipt, we are unable to research inactive cards.
- Once gift cards have been loaded to a digital gift card on the Chick-fil-A One App, the card balance is only accessible through the Chick-fil-A One App and the actual plastic gift card will correctly show a zero balance. Chick-fil-A One members can access the last 90 days of transactions in the Chick-fil-A One app under Account and Transaction history.
- Cards purchased from a retail store (not a Chick-fil-A restaurant) should first be taken to the retail store where purchased with your receipt for assistance.

Complete the information requested below. For properly submitted claims sent to the email address above, please allow up to 6 weeks for responses. For properly submitted claims mailed to the address above, please allow up to 12 weeks for responses. Remember to include :

- A picture or copy of the **front** of the gift card,
- A picture or copy of the **back** of the gift card, and
- A picture or copy of any purchase or activation receipts

Please check the appropriate box:

- My gift card is damaged or unreadable and I would like it replaced.
- My gift card is lost and I have a purchase receipt.
- My card does not match my activation/purchase receipt.
- I would like to transfer the balance from the digital gift card on the Chick-fil-A One App to a plastic card.

Customer Information:

Name _____ Phone No. _____

Address _____ City _____ State ____ Zip _____

Email Address _____

Is this email and/or cell phone the same used to sign up for your Chick-fil-A One App Account? Yes or No
If not, provide additional information here: _____

If possible, do you want your replacement amount added to your Chick-fil-A One App Account? Yes or No

By typing your name or signing below, I hereby certify under penalty of law that the information provided by me above is true and correct, that I purchased or received as a gift the above-noted Chick-fil-A gift card, and I am the lawful owner of the card.

Signature

Date