



CHICK-FIL-A® GIFT CARD

# Replacement Request

It is our pleasure to help with your replacement request...

## HOW TO SUBMIT

### Preferred method: Email

Email this completed form and a JPG or PDF of supporting documentation (listed below) for the gift card to:

**treasurycares@chick-fil-a.com**

or

### Mail

Send this completed form and copies of supporting documentation (listed below) for the gift card to:

Chick-fil-A, Inc.  
Attn: Gift Card Replacement Request (Treasury Dept.)  
5200 Buffington Road | Atlanta, GA 30349

Thank you for contacting Chick-fil-A with your gift card replacement request. Before completing the form, please note:

- Only cards with a remaining balance can be replaced.
- Without a purchase receipt, we are unable to research inactive gift cards.
- U.S. Only: When the balance of a Chick-fil-A physical or eGift card is successfully transferred onto the Chick-fil-A App, the card balance is only accessible through the Chick-fil-A One Digital Gift Card on the Chick-fil-A App and the balance no longer exists on the original physical or eGift card.

For properly submitted claims, please allow up to 6 weeks for a response to your request.

## REASON FOR REPLACEMENT

- ☐ **Damaged /Unreadable:** Provide images of the front and back of the gift card.
- ☐ **Activation Issue:** Provide images of purchase and/or activation receipt, front and back of gift card, (if applicable) outer packaging of retail gift cards.
- ☐ **Lost/Stolen:** Provide images of purchase and/or activation receipt.

### Canada Only (Exchange Rate applies):

- ☐ Please exchange my U.S. gift card with a Canada gift card
- ☐ Please exchange my Canada gift card with a U.S. gift card

### Puerto Rico Only:

- ☐ Please exchange my U.S. gift card with a Puerto Rico gift card
- ☐ Please exchange my Puerto Rico gift card with a U.S. gift card

## REPLACEMENT GIFT CARD TYPE

- ☐ U.S. Only: Onto the Chick-fil-A One Digital Gift Card on the Chick-fil-A App associated with the email address \_\_\_\_\_
- ☐ U.S. and Puerto Rico Only: Onto a Chick-fil-A eGift card sent via email to the email address \_\_\_\_\_
- ☐ Onto a Chick-fil-A physical gift card mailed to the address below.

## CUSTOMER INFORMATION

Name \_\_\_\_\_ Phone No. \_\_\_\_\_

Address \_\_\_\_\_ City/Municipality \_\_\_\_\_

State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_

Email Address \_\_\_\_\_

By signing below, I acknowledge that I am the owner of the gift card and am entitled to receive a replacement gift card for the reason specified above. I authorize Chick-fil-A, Inc. to deactivate my current gift card and send me a replacement gift card of the type specified above.

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_