



Gift Card Replacement Request

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

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

*SVM Replacement Center
200 East Howard Ave
Suite 220
Des Plaines, IL 60018*

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

Replacement Requests valued at over \$150 will be sent FedEx ground. A shipping fee of \$6.95 will be deducted from the value for lost, stolen or requested exchanges. Replacements sent via FedEx will require a signature. If you would like your replacement card(s) sent to a business address, please make note of that.

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.

Name:

Daytime Phone:

I would like the cards shipped to:

Street Address:

Unit:

Business Name:

City:

State:

Zip Code:

Number of cards being returned:

Why are you returning the card(s)?

- Card does not work at the register/pump.
- I do not have a store near me that will accept the card.
- I would like to exchange this card for:

If you are requesting an exchange of Gift Card brand, there is a 15% processing fee that will be deducted from the current value of the card that you are exchanging.

- Other (please explain)