



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 Customer Service
c/o NGC Customer Service
300 Millennium Dr.
Crystal Lake, IL 60012

Name* **Daytime Phone***

Business Name **Today's Date*** / /

Street Address* **Unit**

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

Email Address (for shipping confirmation) *

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):

I would like to exchange this card for (check one):

<input type="checkbox"/> 76	<input type="checkbox"/> ExxonMobil	<input type="checkbox"/> Texaco
<input type="checkbox"/> Chevron	<input type="checkbox"/> Honest Co	<input type="checkbox"/> ThredUP
<input type="checkbox"/> Conoco	<input type="checkbox"/> Phillips 66	<input type="checkbox"/> Zenni
<input type="checkbox"/> Curiosity Stream	<input type="checkbox"/> Savers	

Other (please explain)

***required field; please type or print legibly**

Please note: a fee may be deducted from the balance of your gift card(s) upon inspection.

Replacement orders valued at **\$150 or less** will be mailed to you through the US Postal Service via First Class Mail. This is not a trackable service. The USPS estimates 7-10 business days for delivery to most locations.

Replacement orders valued at **over \$150** will be sent UPS Ground, and a **shipping fee of \$10** will be deducted from the value of your gift card.

Note: If your card has a value of **\$10 or less**, SVM will **refund** the value of your SVM-issued card upon request (76, Chevron/Texaco, Choice Hotels, Conoco, Curiosity Stream, ExxonMobil, Honest Co, Phillips 66, Savers, Sunoco, ThredUP, and Zenni only). Please call SVM at 1-855-585-3645 Monday-Friday, 8:00am – 5:00pm CT.