

Chick-fil-A Gift Card Replacement Form

Submit completed form to:

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

OR

Email completed form and supporting
documentation to:

giftcards@cfaservco.com

(The email option should not be used for
Damaged or unreadable cards.)

Please check the appropriate box:

Damaged or Unreadable Gift Cards

Complete the information requested below. Sign, date, and submit **via MAIL** your fully completed form, along with your **damaged or unreadable card** to the above address. For properly submitted claims, a new Chick-fil-A Gift Card will be issued for the amount remaining on the damaged or unreadable card at the time of receipt. Please allow 4-5 weeks after the Replacement Request is received by the Gift Card department for delivery of any replacement gift card(s).

Lost or Stolen Gift Cards / Inactive Gift Card / Activation Slip number does not match gift card number

If your Chick-fil-A Gift Card has been lost or stolen, is inactive or does not match the activation slip then complete the information requested below. Sign, date and submit your fully completed form, along with:

1. **Sales receipt**, and/or
2. **Activation Receipt**, and
3. **Cardboard Hanger Piece** (if applicable/available)

Pictures or scans of the receipts are acceptable. **To avoid delay, ensure that all items indicated are included in the submission.** A new Chick-fil-A Gift Card will be issued for the **amount remaining** on the lost or stolen card at the time of receipt. A new Chick-fil-A Gift Card will be issued for your inactive gift card once the purchase is confirmed. Please allow 4-5 weeks after the Replacement Request is received by the Gift Card department for delivery of any replacement gift card.

Chick-fil-A Gift Card from Retail store (Gift Card with Chick-fil-A script in Red) Inactive

If you purchased your Chick-fil-A Gift Card from a retail store other than a Chick-fil-A restaurant and it is inactive with no balance, please complete the information requested below. Sign, date, and submit your fully completed form, along with:

1. **Picture or scan of the front and back of the gift card** (do not send the actual gift card),
2. **Sales receipt**, and/or
3. **Cardboard Hanger Piece** (if applicable/available)

Pictures or scans are acceptable. **To avoid delay, ensure that all items indicated are included in the submission.** Please keep your Chick-fil-A Gift Card until the issue has been researched and you have been contacted by Chick-fil-A, Inc. regarding any resolution. Please allow 4-5 weeks after the Replacement Request is received by the Gift Card department for a response to your claim and or the delivery of a replacement gift card.

Note: Cardboard/Paper Hanger Piece of Chick-fil-A Gift Card from Retail store— The cardboard/paper hanger piece is used by the retail store to display the gift cards on a rack in the store. The number on the back of the hanger piece with the bar code is not the Chick-fil-A gift card number. The actual Chick-fil-A gift card is plastic and would have been attached to the hanger piece and hanging slightly below the paper/cardboard piece. This **plastic card** is what contains the value and should be presented at our Chick-fil-A restaurants as payment. If only the activation receipt and the cardboard/paper hanger piece are in your possession, follow the instructions for a lost or stolen card and include a picture or scan of both sides of the Hanger piece.

Customer Information:

Name _____ Email Address _____

Mailing Address _____

City _____ State _____ Zip _____ Phone No. _____

Chick-fil-A Gift Card Number (if available)

By 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