

# Chick-fil-A Gift Card Refund/Replacement Form

**For use in Canada Only**  
**(Please allow up to 6 weeks for responses.)**

## Submit completed form to:

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

OR

Email completed form and supporting  
documentation to:  
TreasuryCares@chick-fil-a.com

**This form should only be used when the back of the gift card indicates it is a Canada-based gift card.**

## Please check the appropriate box:

**I live in Canada but have a U.S. based gift card**

The gift card can be exchanged for a Canadian based gift card. Complete the information requested below. Sign, date, and submit your fully completed form. Ensure that the gift card is kept secure and is treated the same as cash until a replacement card arrives. For properly submitted claims, a new Canada based Chick-fil-A Gift Card will be issued for the **amount remaining** on the at the time of processing. Please allow up to 6 weeks for delivery of a replacement gift card.

**Damaged or Unreadable Gift Cards**

Complete the information requested below. Sign, date, and submit your fully completed form. Ensure that the gift card is kept secure and is treated the same as cash until a replacement card arrives or return the card if you prefer and if you are mailing. 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 processing. Please allow up to 6 weeks for delivery of a replacement gift card.

**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, complete the information requested below. Sign, date and submit your fully completed form, along with:

1. **Sales receipt**, and/or
2. **Activation Receipt**

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. For inactive gift cards, a new Chick-fil-A Gift Card will be issued for any remaining balance, once the purchase is confirmed. Please allow up to 6 weeks for delivery of a replacement gift card.

## Customer Information:

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

Mailing Address \_\_\_\_\_

Municipality/City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

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 \_\_\_\_\_