

## Claim you Gas FAQ's

**1. My certificate says FreeFuelCenter, and not ClaimYourGas, will it still work?**

Yes, your FreeFuelCenter certificate and vouchers will still be honored at ClaimYourGas.

**2. What happens if I don't spend \$100 on gas during a calendar month?**

Then you would not be issued your \$25 gift card for that month. The underwriters of the program require that we submit all gas receipts each calendar month and therefore you cannot combine 2 months of receipts to submit them as one. You must spend \$100 on gas per month.

**3. What types of fuel can I collect receipts for?**

All kinds, including, gas/diesel/propane/bio-diesel/ethanol/methanol or any other combustible fuel sold at the gas station brand you chose during the registration process.

**4. Why can't I change the brand of gas I choose when I register?**

Because ClaimYouGas.com is designed as a loyalty program. It's just like you choosing a grocery store because their customer loyalty cards give you great discounts. Choosing one specific brand for the redemption period will allow us to provide you with that brand of gas cards at no additional cost.

**5. What happens if the brand of fuel I want to use is NOT on your list of cards?**

Then simply choose "Other" and type the brand in the box below that question.

**6. Do I have to use the gift card to get gas?**

No. You may use the gift card for anything, including more gas.

**7. Can the \$100 worth of receipts include other things I buy at the store besides gas?**

No. This is a brand loyalty program for gas and therefore the receipts you submit must be for \$100 worth of gas, not other things.

**8. If I get two certificates can I activate them both at the same time and get a \$50 gift card instead of a \$25 card?**

No. We can only issue ONE gift card for \$25 per household during the same redemption period.

**9. How can I take advantage of the two certificates I received?**

We suggest you use the lowest value certificate first for the entire redemption period and then when you receive your last gift card you can activate your second certificate.

**10. I see the company has multiple redemption programs. Can I participate in all of them?**

Yes, but you are only permitted to register and redeem 2 programs at the same time. After your redemption period has ended, you will be permitted to register another certificate.

**11. Can I buy more gas certificates directly from you?**

No, you cannot BUY a gas certificate. They are not meant to be sold to consumers. They can only be used as gifts or giveaways from a business or organization. To get more gas certificates try asking the business or organization you got your first one from to offer a new promotion using them again.

**12. Can the \$25 gift cards be used as part of the \$100 worth of gas spent during the month?**

Yes

**13. Do the receipts have to be mailed in by a certain date? Before the end of the month, or before the end of the next month?**

The receipts and voucher must be postmarked on or before the last day of the month. For example, your January receipts and voucher must be sent out by January 31st. You should receive your gift card within 10 to 12 weeks from the day you send your voucher and receipts.

**14. What if I have more than \$100 per month? Lets say I use \$300 per month - will I get \$75 gift cards or just \$25?**

No. We can only issue ONE gas card for \$25 per household during the same redemption period.

**15. Where do I mail my vouchers and receipts?**

Please mail your receipts and vouchers for the same month to:

Gas Voucher Department  
827 W. Grove Ave., Suite 100  
Mesa, AZ 85210

**16. Can I fill up two cars?**

The only restriction is that our certificates are limited to one per household at a time.

**17. What happens if the receipts do not print the gas brand?**

Please write the gas/brand name on the FRONT of the receipts at the top. Make sure that it is legible.

**18. Can I fill up two cars in one day?**

You can not have multiple receipts dated for the same day. One receipt totaling \$100 or more is acceptable.

**19. When do I have to register my certificate?**

You should register your certificate as soon as you can because you cannot collect receipts until the following month. If you wait until October to register then you will not be able to collect receipts until November.

**20. I registered online, do I need to send in my certificate?**

No, you only need to save your receipts and send in the voucher and receipts for each month.

**21. Do we need to mail in original receipts, or can we provide photocopies?**

We only accepted original receipts, we don't accept photocopies, scanned, fax.

**22. I tried to print/download my vouchers but only 1 voucher printed out, where are my other vouchers?**

Your future vouchers can be printed out by returning to the site and entering your certificate passcode/pin in the registration area during the following months. For example. If you registered your certificate in February, 2009. Your March, 2009 voucher will be printed out. Then you can return to the site in April to print out your April, 2009 voucher, and continue each month for the duration of your redemption period.

**23. How do I contact customer service?**

You may contact customer service 24 hours a day through our contact us form, or by mail at: Customer Service 827 W. Grove Ave., Suite 100 Mesa, AZ 85210.

**24. How long does it take for my giftcard to get to me?**

Please allow 10 - 12 weeks for your giftcard to be received. Please view our [redemption timeline](#).

**25. Should I start saving my receipts when I get my certificate?**

No need to collect receipts, you must register first. Once you have completed registration your redemption process will begin the 1st of the following month.

**26. I've moved can I change my address?**

Yes please log in using your certificate passcode at the registration page and you can change your address in the back office.

**27. Can I change the brand I registered with?**

You have two weeks from the time you registered to change the brand. You can do this by going to the registration page and logging in.