



## FREE FUEL PROGRAM FAQ's

**1. Is there an expiration date on my certificate?**

There is no expiration date printed on your certificate. But you only have 30 days to register your certificate after receiving it. And you have 15 additional days to fully activate your gas certificate.

**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. If you don't there are a couple of options for you to choose from.

- Give your gift certificate to a family member or friend that does spend that much and help them save money on their fuel costs.
- Choose an alternate gift instead of the gas cards.

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

You may email [customerservice@freefuelcenter.com](mailto:customerservice@freefuelcenter.com). When you receive your first gas card there will be a toll free number included that you can call for future assistance.

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

Because FreeFuelCenter.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.

**6. 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. We will contact that company to see if they issue gift cards. If not, no need to worry. You can still participate in the program. We will just issue you a \$25 Visa gift card instead.

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

No. You may use the gas card for anything that the station you fill up at allows you to purchase with their card.

**8. 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.

**9. 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 gas card for \$25 per household during the same redemption period.

**10. 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.

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

No, certificate users 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.