

Frequently Asked Questions

[How do I register?](#)

From the first page of our website, there is a link to register your certificate. You must have a certificate or valid serial number to register. Click that link and follow the instructions. When finished, you will be able to print a registration form that must be signed and sent in with the registration fee, if required by that program. You will then receive your monthly coupons immediately online so that you can print them immediately, but the coupons will not be usable until the following month after registration as long as your registration form has been received. If you do not print out your Registration Validation Form and/or your monthly coupons, you will only have 72 hours to come back and print them out or you will be disqualified.

[What happens if I don't spend the required amount on gas during a calendar month?](#)

Then you would not be issued your Visa Gift Card, or other incentive, for that month. The program requires that you submit your gas receipt(s) each calendar month and therefore you cannot combine 2 months of receipts to submit them as one. You must spend the minimum required amount per month.

[What types of fuel can I collect receipts for?](#)

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

[Why can't I change the brand of gas that I chose when I registered?](#)

Because the Gas Rebate program 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 a Visa Gift Card.

[What happens if the brand of fuel I want to use is NOT on your list?](#)

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

[Do I have to use the Visa Gift Card to get gas?](#)

No. You may use it for anything that the station you fill up at allows you to purchase with it, or you may use it anywhere that Visa is accepted.

[Can the total of my 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 gas, not other things. Purchasing other products on the receipts will invalidate the receipts and the coupon.

[If I get two certificates can I activate them both at the same time and get a multiple Visa Gift Cards?](#)

No. We can only issue ONE Visa Gift Card for the Gas rebate program per household during the same redemption period.

[Can I buy more gas certificates directly from you?](#)

No, you cannot BUY a gas certificate. They are NOT available directly 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.

[Can the Visa Gift Cards be used as part of the \\$100 worth of gas spent during the month?](#)

Yes, actually, they can!

[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?](#)

When mailing monthly coupons and receipts, the “Due Date” for which the envelope containing the submission must be postmarked, is the last day of the month or earlier. You will be provided with a 15-day grace period from the last day of the month to make certain your submission is mailed and postmarked. All submissions postmarked after the 15th day of the following month shall be invalid. This 15-day grace period is being provided as a courtesy to help you submit your receipts in a timely fashion.

[What if I spend more than the minimum on gas per month? If I spend twice the minimum, will I double my reward?](#)

Sorry - it doesn't work that way. The requirement is a minimum. If you go over, it doesn't help. Please note, on some programs, you may have to submit receipts totaling exactly a specific amount, so be sure to read the terms carefully.

[Where do I mail my coupons and receipts?](#)

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

Rebate Redemption
2531 Division Street – Suite 105
Joliet, IL 60435

[I registered online, but where do I pay the registration fee?](#)

You must fill out your Registration Form online then you will be asked to print it along with your monthly coupons. You must mail in your Registration Form and refundable registration fee (if applicable) within 5 days of registering online. If you are sending in your certificate and cannot redeem online, there will be a \$4.50 in US Funds (\$8 in Canadian Funds) shipping and handling fee, non refundable, in addition to any other registration fee.

[Can I fill up two cars?](#)

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

[Can I fill up two cars in one day?](#)

No. You can not have multiple receipts dated for the same day. One receipt totaling the minimum or amount required under the program is acceptable

[What if I make a mistake in my monthly coupons?](#)

You will be able to make one mistake with a chance to fix it before you are disqualified from this offer.

[When do I have to register my certificate?](#)

Once you enter your password at www.ClaimYourVisaCards.com you will have 30 days to complete your registration form. All registration forms that are not completed within 30 days will be disqualified. Your certificate must be used by the expiration date stated. If sent after the expiration date, your certificate will become invalid. You will have seven days to submit your registration on www.claimyourvisacards.com from the time you received your certificate. If done after, your certificate will be disqualified.

[I registered online, do I need to send in my certificate?](#)

Yes, you must send in a copy of your signed Registration Form along with your registration fee, if required under the program, along with a copy of a valid state issued ID or Drivers License within five days of completing your online registration. Your ID must match the name and address listed on your Registration Form. Your mail must be postmarked to reflect this. Registration Validation Forms postmarked after this five-day period or without the registration fee will be disqualified. Any disqualified customers who submit a registration fee, will have their fee returned. If no fee was included, the registration will not be honored or acknowledged.

[How do I contact customer service?](#)

Our customer service is handled online through our contact page or at Rebates@myfreetravel.com. If you need to send us mail, please address it to: Rebate Redemption Customer Service, 2531 Division Street, Joliet, IL 60435 or you may call us at 815-741-3900 between 10a – 5p CST, Monday through Friday.

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What happens if I don't spend \$100 on groceries during a calendar month?

The program requires that you submit all grocery receipts each calendar month and therefore you cannot combine 2 months of receipts to submit them as one. You must spend \$100 on groceries per month. You must spend the minimum amount required per month in food and not alcoholic beverages.

Why can't I change the brand of groceries I chose when I register?

Simply because this is a consumer 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 a Visa Gift Card.

What happens if the brand of groceries I want to use is NOT on your list?

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

Can the \$100 worth of receipts include other things I buy at the store besides groceries?

Yes. You may purchase other items at the grocery retailer but each receipt must contain at least 50% in food items. Receipts submitted with less than 50% in food items will be invalid.

If I get two certificates can I activate them both at the same time and get a multiple Visa Gift Card?

No. We can only issue ONE Visa gift card per household during the same redemption period.

How can I take advantage of the two certificates I received?

You may only use one Grocery Rebate per household per twelve month period.

Can I buy more grocery certificates directly from you?

No, you cannot BUY a grocery 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 grocery certificates try asking the business or organization you got your first one from to offer a new promotion using them again.

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?

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What if I have more than \$100 per month? Lets say I spend twice the minimum, will I double my rebate?

No. We can only issue ONE grocery rebate for per household during the same redemption period.

Where do I mail my coupons and receipts?

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2531 Division Street - Suite 105
Joliet, IL 60435

I registered online where do I pay the registration fee?

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cannot redeem online, there will be a \$4.50 in US Funds (\$8 in Canadian Funds) shipping and handling fee, non refundable, in addition to any other registration fee.

What if I make a mistake in my monthly coupons?

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Terms and Conditions

1. Your certificate must be used by the expiration date stated. If sent after the expiration date, your certificate will become invalid.
2. When registering your program, you must complete all registration questions or you will be disqualified. You will have five days to send in your registration validation form from the registration date of your rebate which is the time you visit www.claimyourvisacards.com.
3. If you were unable to print out your registration validation form or your monthly coupons, you will have 72 hours to come back and print them out. If you do not print out your Registration Validation Form and/or your monthly coupons in the allowed time, you will not be able to come back to the website and print them out later, and you will be disqualified.
4. You must send in a copy of a valid state issued ID or Drivers License to validate your registration validation form. You must include a copy of both sides of your ID or Drivers License to validate your offer. The name and address listed on your ID and check must match the name and address listed on the registration validation form.
5. During the registration process you must select a food retailer or chain for which you will collect receipts during the redemption period. Only food receipts from your selected retailer shall qualify. Food receipts from other retailers shall not qualify.
6. If you select other for your vendor choice and leave the vendor name blank, your certificate will not be accepted and will get disqualified.
7. Lost or stolen Registration Validation Forms and/or monthly coupons cannot be replaced.
8. You must sign and mail the Registration Validation Form to the address provided, along with the appropriate refundable registration fee (\$9.95 U.S funds or \$15.95 Canadian funds made payable to REBATE REDEMPTION) within five days from the date you registered to activate this certificate. Registration Validation Forms postmarked after this five-day period or received without the registration fee will be disqualified. Any disqualified customers who submit a registration fee, will have their fee returned. If no fee was included, the registration will not be honored or acknowledged.
9. If your rebate gets disqualified during the registration process, your check will be sent back with an explanation of your disqualification.
10. If you are sending in multiple rebate offers, you must send each rebate offer with a separate check in separate envelopes. If you send in one check for multiple rebates, you will be disqualified from all the submitted offers.
11. You cannot begin collecting receipts for submission until the month following the month after you registered. Submitting receipts from the month you registered rather than from the next month shall invalidate that month. After you submit your Registration Validation Form, you can begin collecting receipts for the next month, even if you have not received notification that your registration has been accepted. You may presume it is accepted and begin collecting receipts for the next month while you await confirmation that your registration has been accepted.
12. You must mail and postmark by the last day of the correct month the correctly labeled coupon along with a minimum of \$100 in original and legible grocery (human food, pet food & non-alcoholic beverages) sales receipts from the grocery store you selected during the registration process. Each receipt must contain at least 50% food/non-alcoholic beverage for that receipt to qualify. If at least 50% of a specific receipt is not food/non-alcoholic beverages, then that receipt is disqualified. Qualifying receipts include edible human/pet food products and non-alcoholic beverages only.
13. When mailing monthly coupons and receipts, the "Due Date" for which the envelope containing the submission must be postmarked, is the last day of the month or earlier. You will be provided with a 15-day grace period from the last day of the month to make certain your submission is mailed and postmarked. All submissions postmarked after the 15th day of the following month shall be invalid. This 15-day grace period is being provided as a courtesy to help you submit your receipts in a timely fashion.

14. Within five days of receipt of your monthly submission, we will post the disposition of your receipts on-line. You may check the status of your rebate qualification by logging onto www.groceryrebate.net and clicking on the status button.
15. When checking the status of your account, if you learned that your submission has been disqualified due to incomplete information, you will have 30 days from the original due date to provide the missing information so that your submission can be corrected and your Visa Gift card issued. You will have a chance to make one mistake and have a chance to fix it without being disqualified from the offer.
16. You are able to make this mistake once your registration validation form and your registration process is validated.
17. The coupon submitted each month must be the original coupon labeled for that month. Submitting a coupon from the wrong month or from a month that does not match the month on your receipts shall be disqualified. Photocopies of the original coupons or altered coupons shall invalidate that month.
18. The monthly receipts must be original and legible and must contain the store name and date or the receipts are disqualified, except where prohibited by law. If the receipt is unclear you may handwrite the name of the retailer and the date on the receipt without disqualifying the receipt.
19. Only one certificate per type (food, fuel, etc.) per household per year is permitted. If more than one coupon for the same type is submitted, the earlier coupon shall be accepted and all others disqualified. If your offer is disqualified at any time, you will not be able to use the same type of rebate for one year from the time of disqualification.
20. Any receipts submitted where the date of purchase does not match the month of the coupon, shall be disqualified. Only one coupon may be redeemed within a 30-day period per type. If multiple coupons of the same type from the same registered address are submitted, only one will be fulfilled and all others submitted will be voided.
21. Multiple receipts from the same day are not permitted. If more than one receipt from the same day is submitted, the receipt with the highest, valid total shall be used and the other disqualified. Multiple receipts from the same month are permitted and the total of those valid receipts shall be used to calculate the total valid receipts submitted for any given month.
22. This certificate is valid for the number of months specified by the value of this certificate divided by \$25. These months run consecutively without interruption.
23. If your fuel coupon and receipts for any given month are valid, you will receive a \$25 Visa Gift card within 4-6 weeks of our receipt of your valid submission. In the first month that you receive your \$25 Visa Gift card, you will also receive an additional \$10 (\$35 total) to reimburse you for your initial refundable registration fee. You will only receive this \$10 refund in conjunction with your first \$25 Visa Gift card.
24. When you receive your Visa Gift card you will have 90 days from the date you receive it, to use it. The Visa Gift card can be used in any location where Visa is accepted. After 90 days, a \$5 monthly maintenance fee is deducted from the Visa Gift card until the full value of the Visa Gift card is depleted. To reinstate your Visa Gift card after 90 days, there is a \$10 reinstatement fee. The Visa Gift card cannot be redeemed for cash.
25. Coupons may only be redeemed by mailing the coupon and fuel purchase receipts to the address provided. Coupons have no cash value and will not be accepted by the retailer.
26. This offer is void where prohibited by law.
27. All coupons must be redeemed within the month stated on each coupon. Coupons cannot be extended.
28. Registration fee becomes non-refundable if terms and conditions are not followed or you become disqualified.
29. If you choose to register by mail, you must send in your certificate along with a non-refundable processing fee of \$4.50 in U.S funds (\$8 in Canadian funds) to the address indicated on this certificate. Once we receive your certificate and this non-refundable fee we will mail you the Registration Validation Form. You will have 30 days from the date of your receipt to return your Registration Validation Form, along with your refundable registration fee. We will then mail you a full set of your monthly coupons. The starting month for these coupons will be the month after the month you submitted your Registration Validation Form. If you do not submit your Registration

Validation Form along with the appropriate fee within the 30 days from your receipt of the Registration Validation Form, this certificate is invalid. All other terms and conditions apply.

30. All registrations, coupons and fees should be mailed to REBATE REDEMPTION, 2531 Division Street, Suite 105, Joliet, IL 60435.
31. For information or help with your certificate you may contact us by emailing us at Rebates@myfreetravel.com or by calling our customer service number at 815 741 3900 between 10a - 5p CST, Monday through Friday. (*FB-090712*)

Congratulations on your purchase and enrollment in 54Freedom. The next step is to supply the appropriate information to receive your gas and grocery coupons.

Please follow these steps below. The forms and questions below are what you would see if you register online. We encourage you to do this as soon as possible and to complete everything in a timely manner.

1) Go to <http://www.claimyourvisacards.com/> and enter your gas or grocery coupon number that we supplied.

The following information is given after the numbers are entered: Please complete, READ THE TERMS and CONDITIONS before you submit the info.

To claim your gas rebates, follow the simple steps below:

1. Fill out the form below completely.
2. When finished filling out the form, read and agree to the Terms & Conditions, then click Submit.
3. Print out the Registration Validation Form and your coupons and send the form to us by mail, to the address indicated on the form.
4. You will have 72 hours to print out your Registration Validation Form and monthly coupons. If you do not print out your Registration Validation Form and/or your monthly coupons within 72 hours, you will not be able to come back to the website and print them out later, and you will be disqualified.

REGISTRATION FORM

Registration Date

Serial Number

Be sure to enter your serial number in the box above.

First Name

Last Name

Address

City

State/Province

Zip/Postal Code

Daytime Phone

Evening Phone

E-Mail Address

I have read and agree to the **Terms & Conditions.**

After you submit, the following info appears if you entered a Gas coupon number. Please complete and submit (If you pick "Other" for the station, you MUST specify the brand—do not leave it blank)

Listed Below this screen is the info if you entered a Grocery coupon number. Please complete and submit (If you pick "Other" for the store, you MUST specify the brand—do not leave it blank)

Warning - Do not use your browser's BACK button. You MUST complete this survey now and print your no-obligation registration form or your registration will be invalid.

Please help us improve our service to you by answering the following survey questions	
Please choose the gas station that you would like to use with this promotion. If your station is not listed, please choose OTHER.	
If you chose OTHER, please specify:	
What type of gas do you purchase?	
Do you like to travel?	
Do you enjoy going on cruises?	
Do you plan to travel within the next six months?	
<input type="submit" value="submit"/>	
Please help us provide your rebate and improve our service to you by answering the following:	
Please choose your preferred grocery store. If your store is not listed, please choose OTHER.	
If you chose OTHER for your grocery, please specify:	
<input type="submit" value="submit"/>	

Once you submit the info you will be asked to print out your verification sheet to mail. Please do so at this time as you only have 72 hours to do so and you will have 5 days to mail in the REGISTRATION VALIDATION FORM with the required documents.

- 1) Sign the GAS REGISTRATION VALIDATION FORM
- 2) Include a Copy of BOTH sides of Driver's License or Government ID (with same address as registration info)
- 3) Check (with same name and address as registration and Driver's License
\$9.95 Check/Money Order to: REBATE REDEMPTION for the Gas Program
- 4) Mail to: Gas Rebate Registration 2531 Division Street-Suite 105, Joliet, IL 60435

AND

- 1) Sign the GROCERY REGISTRATION FORM
- 2) Include a Copy of BOTH sides of Driver's License or Government ID (with same address as registration info)
- 3) Check (with same name and address as registration and Driver's License
\$9.95 Check/Money Order to: REBATE REDEMPTION for the Grocery Program
- 4) Mail to: Grocery Rebate Registration 2531 Division Street-Suite 105, Joliet, IL 60435

Each REGISTRATION FORM and documents must be in their own envelope.

Begin collecting receipts the FOLLOWING MONTH you register and submit with the coupon with the appropriate month BEFORE the end of that month. Continue one envelope for gas, one for grocery.

4-6 Weeks after submitting your first receipts you will receive a \$35 VISA CARD (\$25 plus the refundable money you sent in by check) for each program (gas and grocery). Every month after that when you submit receipts, you will receive a \$25 VISA CARD for each program (gas and grocery).