

Kroger Gift Cards to Support the Ohio Wheelchair Sports Association
Member's Name _____ Member's Team _____

- 1. How can I support the a member of Ohio Wheelchair Sports Association (OWSA) while doing my shopping at Kroger's?** It is simple, all you need to do is buy a \$5 gift card from any OWSA team member and go shopping. When the money on the card is gone, just recharge it and that will continue to support the OWSA team member throughout the year.
- 2. How do I recharge the card?** You can recharge your card at the service desk for any amount \$500 and over. Lesser amounts can be recharged at the service desk or cash register. Just do your shopping like normal and proceed to the check out lane. **Before any of your groceries are scanned ask the cashier to recharge your card as a separate transaction.** This must be done as a separate transaction before you make any purchases. Then you are ready to pay for your groceries using this gift card.
- 3. Are there limits on what I can use the gift card for?** Yes, there are a few exceptions. They can be used on anything except money orders, Western Union, lottery tickets, hunting/fishing licenses, and Ticket Master.
- 4. Is there anything I can do if I loose my card?** If this happens the cardholder should immediately contact the team member they purchased the card from. The team member will contact the coordinator to ask to have the card deactivated and another card issued. When you purchase your card, your team member will request information from you. This information is used to track the card in case a replacement is needed. If you are unable to reach the team member you can e-mail tlh72@juno.com and identify yourself as a supporter of OWSA. Please be sure to include your name and phone number, so that your card can be deactivated and a replacement card can be immediately reissued. You can also mail a letter with the request to OWSA – Tammy Harbaugh, P.O. Box 14308, Columbus, Ohio 43214.
- 5. What if there is a problem with the card at the store?** If there is a problem with the card, during Kroger's regular business hours of 8:30 am to 4:30 pm Monday through Friday, it is best to call the Kroger Gift Service Department at 1-800-837-4483 directly from the store. If this happens after the business hours, or you are not able to call, please call the Gift Service Department during the next business day with the Kroger associate's name, date & time of the problem and Kroger's will do their very best to work with you and their store to resolve this situation for you.
- 6. If the card cannot be recharged or the magnetic strip gets demagnetized what do I do?** Contact a team member to get a new card. If there is still a balance on the card ask that the card be deactivated and the balance be put on the new card.

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7. **What happens if the balance on my card is \$0.00 for more then 90 days?** It will be taken out of the system and you must contact a team member to get a new card. It is very important to always keep a balance on your card to avoid this happening.
8. **Is there a way to find out the balance on my card?** You can look at the bottom of your latest receipt or by calling 1-866-822-6252.
9. **Can the card only be used at certain Kroger stores?** No, the card can be used at any Kroger's throughout the U.S. They make great presents for family and friends out of state and will still benefit the OWSA team member.
10. **Any questions or concerns?** Please send e-mail to tlh72@juno.com identifying yourself as a Kroger gift cardholder or send a letter to OWSA – Tammy Harbaugh, P.O. Box 14308, Columbus, Ohio 43214.

All supporters should read the back of their gift cards for additional information.

**THANK YOU IN ADVANCE FOR YOUR CONTINUED SUPPORT TO
THE MEMBERS OF OWSA BY YOUR CONTINUAL RECHARGING
OF THE GIFT CARD!**