

## Frequently Asked Questions

### Where can Valero® prepaid cards be used?

Valero prepaid cards (Gift or Fuel) can be used to purchase authorized products and services at any Valero-branded gas station in the United States. Please visit our site at [valero.com/find-gas-station](https://valero.com/find-gas-station) or call 1-866-482-5376 to find Valero-branded gas stations near you.

### Where can I purchase Valero prepaid cards?

Valero prepaid cards can be purchased at [valero.wgiftcard.com/](https://valero.wgiftcard.com/) or at participating Valero-branded gas stations.

### Do Valero prepaid cards ever expire?

Valero prepaid cards do not expire, nor do we charge any management fees.

### How many denominations are available?

A Valero prepaid card can be loaded for any amount between \$5 and \$300.

### Will you ship to multiple addresses?

If you want multiple Valero prepaid cards sent to multiple addresses, the card or cards sent to each address will have to be purchased under a separate order. Shipping and handling fees may apply. We will let you know what those fees are prior to fulfilling and shipping your order.

### Can I modify or cancel an order to purchase or reload a Valero prepaid card?

All Valero prepaid card purchases/reloads are final. Please retain important information such as the date and time, and amount loaded on the purchase of your Valero prepaid card, as well as the order number.

### When will I receive my Valero prepaid card?

When you receive your Valero prepaid card will vary and depends on the payment method and shipping method you choose. We have options for regular mail, trackable mail, and expedited mail.

### What can I purchase with my Valero prepaid card?

You may use a Valero prepaid card to pay for authorized products and services at participating Valero-branded stations in the United States. Cards with a "Fuel" designation are only authorized for motor fuel purchases. Valero prepaid cards cannot be used to purchase money orders or lottery tickets, or to purchase, or load or reload value on, another prepaid card, unless required by law.

### What happens if my Valero prepaid card is lost or stolen?

You should treat a Valero prepaid card as you would cash. If lost, stolen, damaged, destroyed, or used without permission, any value on the card cannot be replaced. If you believe a Valero prepaid card you ordered was lost or stolen during shipment, contact us via email at [giftcardfulfillment@valero.com](mailto:giftcardfulfillment@valero.com) or call 1-866-482-5376.

### Can Valero prepaid cards be redeemed for cash?

Valero prepaid cards cannot be redeemed for cash, unless required by law.

### How do I activate my Valero prepaid card once I receive it?

You do not need to take any action to activate your card.

### Can I add additional funds to my Valero prepaid card?

Generally, you can add additional funds to a prepaid card you already possess. If you are unable to add additional funds, you can purchase a new prepaid card or call 1-866-482-5376 for assistance.

### **What are the terms & conditions of purchasing and using a Valero prepaid card?**

Our Terms and Conditions can be accessed at [valero.com/ways-pay/fuel-gift-cards](https://valero.com/ways-pay/fuel-gift-cards).

### **How do I check the balance of a Valero prepaid card?**

Call 1-888-240-2355 and follow the instructions to retrieve your prepaid card balance, or, if your card has a 16-digit number, you can check your prepaid card balance at [valero.wgiftcard.com/rbc/valero](https://valero.wgiftcard.com/rbc/valero).

### **Can I add a Valero prepaid card to my Valero Pay+ wallet?**

At this time, you cannot use a Valero prepaid card funds within the Valero Pay+ mobile app to make purchases at Valero-branded gas stations. You can use the card in the same manner you would use another physical card-based electronic payment method at a Valero-branded gas station - at a fuel pump or inside the store.

### **Do you offer a “virtual” Valero prepaid card that doesn’t require the use of a physical card?**

At this time, we only offer Valero prepaid cards in a physical form.