

True Value Rewards – Frequently Asked Questions

Question: How do I sign up for True Value Rewards?

Answer: To sign up for True Value Rewards, customers must go to a participating True Value Rewards store. True Value Rewards stores will have applications for customers to fill out. Once the application is filled out, the customer will receive a True Value Rewards card to use on all purchases at participating True Value Rewards stores. To find a participating True Value Rewards store near you, click on the store finder on the previous page.

Question: How do I get a replacement True Value Rewards card or keytag?

Answer: To receive a replacement True Value Rewards card or keytag, you will, again, need to go to a participating True Value Rewards store. There, you will fill out the back (blue) side of the True Value Rewards application. When this is done, it will ensure that points from your old True Value Rewards account will be transferred to your new account.

Question: How do I update my address, email, and/or phone information for my True Value Rewards account?

Answer: To update information for your True Value Rewards account, you will need to fill out the back (blue) side of the True Value Rewards application at a local participating True Value Rewards store. When this is done, it will ensure that your True Value Rewards account will get updated with your new address, email, and/or phone information.

Question: How do I earn points on True Value Rewards?

Answer: To earn points on True Value Rewards, customers must use their card with every purchase in a participating True Value Rewards store. Customers will earn points for the dollars they spend in the store. See store for details.

Question: Can I get credit for a purchase I made and forgot to use my card?

Answer: Yes. You can bring a copy of your receipt and your True Value Rewards card the next time you shop at your local participating True Value Rewards store. There, the store employee can add the points to your True Value Rewards account.

Question: How do I redeem True Value Rewards points?

Answer: True Value Rewards points are redeemed automatically. When a customer reaches 250 points, a \$10 rewards certificate will be sent in the mail.

Question: How long does it take to receive a rewards certificate?

Answer: Once a customer reaches 250 points, the rewards certificate is processed and mailed within 2 weeks. It then takes about 3-4 weeks to reach the customer by mail. In total, we estimate up to 6 weeks to receive a reward once the 250 point threshold is reached (times will vary based on where in the country a customer is located).

Question: What is the expiration on a rewards certificate?

Answer: All rewards certificates are sent with a 3 month expiration date.

Question: Can I have a rewards certificate replaced?

Answer: No. Rewards certificates are like cash and cannot be replaced if lost or stolen.

Question: Where can I check my points balance for True Value Rewards?

Answer: You can check your points balance online at Truevalue.com or by dialing 1-800 -6HARDWARE.

Question: What is the difference between current points and lifetime points?

Answer: Current points are the current number of points you have accumulated to your next rewards certificate. Lifetime points are all the points you have accumulated since you signed up for True Value Rewards. Lifetime points include the redeemed points that went toward any rewards certificates you have received.

Question: How long does it take for my points to show up online after I have made a purchase?

Answer: Please allow for up to 3 business days for your points to be added to your points balance online.

However, if you have just signed up for the True Value Rewards program, allow for 4 weeks after your sign up date before your points will show up on Truevalue.com. This is the time it takes for True Value to process your application.

If you are having problems viewing your points online, please email:

customer-service@truevaluerewards.com.