

WHITE CASTLE GIFT CARDS

FREQUENTLY ASKED QUESTIONS



Q: Where can I buy White Castle Gift Cards?

A: In the United States, you can purchase our gift cards in any White Castle restaurant, online at Amazon or our House of Crave website (<https://www.mybrandmall.com/whitecastle>) and in select third party retailers.

Q: Where can I check the balance on my White Castle Gift Card?

A: You can check the balance of your White Castle Gift Card through our website (<https://www.whitecastle.com/giftcard>) or you can visit any local White Castle restaurant and a Team Member will be happy to check the balance at the register.

Q: Whom do I contact with questions related to my White Castle Gift Card?

A: For any gift card purchased at a White Castle restaurant, please email giftcards@whitecastle.com include your name, phone number, full White Castle Gift Card number and your question or issue with your card. Please look for our response in 3 to 5 business days.

If your card was purchased online or through a third party retailer, please check the back of the card for card support information.

Q: Where can I use my White Castle Gift Card?

A: White Castle Gift Cards can only be used to make purchases at participating White Castle restaurants in the United States. The card is not valid for purchasing frozen White Castle products in grocery stores or other outlets and cannot be used to purchase a gift card.

Q: What should I do if my White Castle Gift Card is lost or stolen?

A: White Castle Gift Cards are to be treated as cash and will not be replaced.

Q: When I look at my White Castle Gift Card balance activity what is “Forced Redeemed”?

A: This means the physical White Castle Gift Card was read at a cash register in one of our White Castle restaurants.

Q: Do White Castle Gift Cards expire or lose their balance over time?/My balance is \$0 and I don’t remember using the card, what happened to my balance?

A: Please reach out to us at giftcards@whitecastle.com and include your name, phone number, full White Castle Gift Card number. Please look for our response in 3 to 5 business days.

Q: Can I reload my White Castle Gift Card?

A: Any White Castle Gift Card purchased at a White Castle Restaurant can be reloaded. At this time, any cards purchased from a Third Party or other outlet (Grocery Store, Convenience Store, etc.) is not reloadable.

Q: Where can I purchase corporate/bulk orders of White Castle Gift Cards?

A: Please send inquiries via email at giftcards@whitecastle.com, include the name of your organization, contact information and how the gift cards will be used and we will get back to you in 3 to 5 business days.