



## **Game Crazy Customer Information Related to Store Closures**

*As a valued customer, we want to provide you with information on how your relationship with us is affected by a store closure. We invite you to visit our other remaining stores. Use our [store locator tool](#) to find alternate store locations.*

### **Game Crazy MVP & MVP Plus**

- Customers can use their Game Crazy MVP memberships at any Game Crazy store in their area.
- However, customer information is not listed in every store, so customers will have to go to a new store and have their customer member number entered. The customers' MVP membership will then be transferred to the new store.
- Customers can also contact 1-877-244-6684 to have customer relations representatives help with the transfer of customer information to another location.

### **Gift Cards**

- Gift cards will continue to be honored. We encourage you to use your gift card(s) at our other store locations.
- You may also exchange your gift card(s) for an online version that can be used at HollywoodVideo.com. For assistance with this exchange, please contact Customer Relations at 1-877-244-6684.

### **Service Contracts**

- For customers with service contracts on gaming consoles purchased in our stores, we will honor those service contracts at our other stores in the area. If that is not practical, we will coordinate the repair or replacement by mail. Call Customer Relations to make arrangements at 1-877-244-6684.

### **Game Guard**

- For customers with Game Guard on games purchased in our stores, we will honor Game Guard at our other stores in the area.
- If that is not practical, please contact Customer Relations at 1-877-244-6684.

### **Store Credits and Deposits for Pre-Ordered Items**

- Stores will refund customer deposits on pre-ordered items, as pre-orders will not be fulfilled.
- Unused trade credit balances can be placed on a gift card. If you have unused trade credit, please contact Customer Relations at 1-877-244-6684 for assistance.