



# Money Order Refund Request Form

**Purchaser, please fill out this form completely and mail, fax or email the form with a copy of the purchaser's receipt. If you have the original money order, please mail it with your completed form and copy of the purchaser's receipt.**

Once Fidelity Express has received all required paperwork, a stop payment is placed on the original money order within (2) business days. If your money order has cashed, no refund is available. Incomplete or ineligible forms could delay your request. Please allow up to 30 days for processing.

Separate forms are required per refund request.

If you do not have the original money order or purchaser's receipt, please call 800-621-8030 ext. 7020.

**The following processing fees will be deducted from your refund as applicable.**

These fees are non-refundable and subject to change without prior notice.

Mail, fax or email a copy of purchaser's receipt: \$20.00 processing fee per request

Mail original money order and a copy of purchaser's receipt: \$5.00 processing fee per request

## Money Order Information

Amount \$ \_\_\_\_\_ Serial Number \_\_\_\_\_

Date Purchased \_\_\_\_/\_\_\_\_/\_\_\_\_

Payable To \_\_\_\_\_ Purpose \_\_\_\_\_

## Your Information

Name \_\_\_\_\_ Employed by \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Once you have completed the information above, **print this form** using the browser's print option. **Sign below, then enclose this form and the original purchaser's receipt. Submit via mail, email or fax.**

**Submit Signed Form and receipt or money order to:**

Mail: Fidelity Express  
P.O. Box 768  
Sulphur Springs, Texas 75483  
Email: [consumercare@fidelityexpress.com](mailto:consumercare@fidelityexpress.com)  
Fax: 855-262-4808

I authorize Fidelity Express and/or agents of this company to verify my claim and immediately place a stop payment, holding harmless and further indemnifying Fidelity Express and/or its agents against any action, payments, loss, damages, liability, or expense as a result of this claim.

**Purchaser Sign Here in Ink** \_\_\_\_\_ **Date** \_\_\_\_\_

Once we have identifying information regarding the purchaser of this money order we can only speak to the purchaser.