



Frequently Asked Questions

What are fuel rewards?

Fuel rewards are cents-per-gallon fuel discounts that are issued to a consumer by a retailer.

How do I earn a reward?

You will be given a Duchess Fuel Saver card which you will swipe at the register every time you make a purchase. When you purchase an item associated with the program, a fuel reward will be stored automatically on your card. Note that discounts are stackable and can be combined over time.

How do I redeem a reward?

You will be prompted to swipe your Duchess Fuel Saver card at the beginning of the transaction before you choose your method of payment. This works inside at the register as well as out at the pump.

How do I know what items are associated with the Duchess Fuel Saver Rewards card?

As you browse the store you will see certain items that are advertised with our crown logo that will indicate savings. You can also ask a Duchess Shoppe associate for a flyer that announces our deals. Note that you must have your card present to earn or redeem any rewards.

Do fuel rewards expire?

Yes. Rewards will expire on the last day of the month following the month in which they are earned. Example: All rewards earned in June will expire July 31st.

Earned In:

January
February
March
April
May
June
July
August
September
October
November
December

Redeem By:

February 28th or 29th
March 31st
April 30th
May 31st
June 30th
July 31st
August
September 30th
October 31st
November 30th
December 31st
January 31st

Is there a limit to the amount of discounts I can redeem in any single fuel purchase?

No. You may redeem all of the available discounts that you have earned, up to the retail price of fuel. Note that fuel rewards are valid up to 25 gallons of gasoline. Pump will not roll back to zero. If your rewards make you eligible for a full tank of gas, the pump will roll back to 9¢ per gallon.

If your savings are more than the retail price of fuel, any unused rewards will remain on your card until you redeem them or they expire.

How do I check my balance?

Simply swipe your Duchess Fuel Saver card at the register and the associate will give you a receipt with your card balance on it.

What do I do if I lose my card?

Unfortunately we are not able to transfer any earned rewards to a new card if you lose your current card - so hold on tight! If you do lose your card, we'd be happy to get you a new one.

How do I get started?

Stop in your local Duchess Shoppe to get your new Duchess Fuel Saver Rewards card from an associate. There is no registration process and the card is FREE. Start shopping in the store and saving on fuel today!

Terms and Conditions: Fuel discounts are limited to 25 gallons of fuel per purchase, or limits placed on your payment card by your financial institution, which may be lower. Rewards earned expire the last day of the following month in which they are issued. Offer is available at participating Duke and Duchess convenient store locations. The Duchess Fuel Saver rewards program, and their terms and conditions are owned and managed by Englefield Oil Company, Inc. Please see www.Englefieldoil.com for complete program details. Englefield Oil Company, Inc. reserves the right to change, suspend, or discontinue any aspect of the Duchess Fuel Saver rewards program at any time. Not valid where prohibited by law.