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General:

What is Citi Price Rewind?

Citi Price Rewind is a complimentary benefit that can help you get a better price on purchases made entirely with your Citi card -after you've checked out.

Register your covered purchases at citi.com/pricerewind and Citi Price Rewind will search retailers' sites for 30 days from the date of purchase to find a better price. If one is found that is lower by at least \$25, you can get back the difference. If a price is found that is at least \$25 lower than the price you paid, you can submit a claim to have the price difference refunded to you - up to \$250 per item.

If you find a lower price on your own, you can submit a claim to have the price difference refunded to you - up to \$250 per item.

The maximum refund amount you can receive is \$250 per item, up to a total of \$1000 per calendar year. You have up to 90 days from the date of purchase to submit your claim form and proofs of purchase in order to be eligible for a refund. Once your claim is approved, a check will be mailed to you within 10-14 business days by Citicorp Insurance Services.

Only items purchased with an eligible Citi card are eligible for Citi Price Rewind. (Citi Business cards are not eligible for this program.) Both in-store and online purchases are eligible. Citi Price Rewind does not search offline/in-store prices. Purchases must also be made with the United States. The 30-day search is conducted across retailers' sites. For a full description of the program including applicable exclusions and limitations, please see our [Description of Coverage](#).

At this time, Citi Price Rewind is only available to United States residents.

Please visit citi.com/pricerewind or call 1-866-934-1140 to learn more.

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Do I have to use my Citi card to be eligible to use Citi Price Rewind?

Yes. The entire purchase amount for the item must be made with your Citi card to be eligible for a refund. Items purchased with ThankYou Points, gift cards or store credit are not eligible for this program. For a full description of the program including applicable exclusions and limitations, please see our [Description of Coverage](#).

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Is there any fee for using Citi Price Rewind?

No. Citi Price Rewind is at no cost to you and is provided as a complimentary service to select Citi card members.

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What types of purchases are eligible for a Price Rewind?

For a full list of eligibility requirements, please see the [Description of Coverage](#).

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Are purchases made using a gift card or store credit eligible for a Price Rewind?

No. The entire purchase amount for the item must be made with your Citi card to be eligible for a refund. Items purchased with ThankYou Points, gift cards or store credit are not eligible for this program. For a full description of the program including applicable exclusions and limitations, please see our [Description of Coverage](#).

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Are purchases made from online merchants and in-store retailers eligible for a Price Rewind?

Yes, both in-store and online purchases are eligible. For a full description of the program including applicable exclusions and limitations, please see our [Description of Coverage](#).

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Registration:

How do I sign up for Citi Price Rewind?

You do not have to sign up for Citi Price Rewind. As long as your card is eligible and you are registered for Account Online and logged in, you will be able access the Citi Price Rewind website. Please visit <https://online.citibank.com/US/SISO/reg/next.do> to register your account in Account Online, or contact customer service at 1-866-934-1140 for further assistance.

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What if I already have a username and password for Citi Price Rewind that is different from my Account Online User ID?

You can no longer use your Citi Price Rewind username and password to log in. If you are registered in Account Online, you can use your Account Online User ID and password to access Citi Price Rewind. If you do not currently have an Account Online User ID, please [click here](#) to create a User ID and access Citi Price Rewind. Your Citi Price Rewind history will still be available once you log in through Account Online.

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Technical:

Why do I have to have JavaScript enabled in my browser to use this site? Is it safe?

JavaScript is a programming language that helps display dynamic information on the site. The site will not function properly without it. You can be assured that the JavaScript code used on this site is completely safe.

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Why do I have to have browser cookies enabled in my browser to use Citi Price Rewind? Are they safe?

Cookies are tokens that help identify you within the website. Cookies allow the site to personalize your display, let you search for products and start Price Rewinds, and allow you to see your Citi Price Rewind account.

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The website does not appear properly formatted and is difficult to read. Does this website need a specific browser to function properly?

While the Citi Price Rewind website does not need a specific browser to function properly, you may want to upgrade your browser to the latest version available to view this site as it was intended.

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I'm using a shared computer, how can I protect my claim information?

If you are using a shared computer, it may automatically save your claim information on its hard disk and in cache. This would allow others using this computer to see your claim information. However, you can help to prevent this by manually deleting temporary cache files each time you use a shared computer.

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Here's how:

Microsoft® Windows OS

Internet Explorer 7 and later.

1. Click on Tools.
2. Choose Internet Options.
3. Click on "Delete..." in the Browsing History section.
4. Follow the prompts to select all types of information and proceed.
5. After it has finished, click OK.

Firefox 12.0 and later

1. Click on Tools.
2. Select Clear Private Data / Clear Recent History.
3. Make sure that the options selected include History and Cache.
4. Click on Clear Private Data Now.

Chrome 19.0 and later

1. Click on Tools, Options
2. Select Under the Hood
3. Click on the 'Clear browsing data' button

Mac® OS

Safari

1. From the Safari menu, select Empty Cache...
 2. When prompted, click Empty.
- Firefox 1.x and higher
1. From the Firefox menu, select Preferences...
 2. From the drop-down menu, select Privacy.
 3. In 1.5, click Clear Cache Now. In 1.0, next to Cache, click the Clear button, and then OK.

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Search-related:

When should I start a Price Rewind?

Ideally you want to start a Price Rewind soon after you made a purchase with your Citi card. Regardless of when you start a Price Rewind, Citi Price Rewind will only track prices on the item for 30 days from the date of purchase.

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How do I start a Price Rewind?

Search for the item on citi.com/pricerewind. Once you found the item, just provide Citi Price Rewind with the date of purchase, purchase price, and store where you purchased it. Citi Price Rewind will then start tracking the price of the item across retailers' sites to see if a price difference of at least \$25 can be found.

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How long after I make a purchase can I start a Price Rewind?

First, you should try using other search terms such as the UPC Code, a more detailed product description or model number. You should also make sure you spelled your item correctly. If you still do not receive a match, it is possible that the item is not found in the database. New merchants and products are added on a regular basis, so you might want to try again in the future. If your item is still not in the system 30 days after your purchase and you have found a lower advertised price, please submit a manual claim [claim form](#). You will need to provide the advertisement containing the lower price for your item, the original merchant or credit card receipt showing the item purchased and a copy of your credit card statement showing that your purchase was made entirely with your Citi Card. Please review the [Description of Coverage](#) for a list of items that are not eligible for Price Rewind. The advertisement must have been published and disseminated by the merchant on or within 30 days after the original purchase date and must be for the same item by the same manufacturer for a lower price.

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I searched for an item but Citi Price Rewind did not find a match. What should I do?

First, you should try using other search terms such as the UPC Code, a more detailed product description or model number. You should also make sure you spelled your item correctly. If you still do not receive a match, it is possible that the item is not found in the database. New merchants and products are added on a regular basis, so you might want to try again in the future. If your item is still not in the system 30 days after your purchase and you have found a lower advertised price, please submit a manual claim [claim form](#). You will need to provide the advertisement containing the lower price for your item, the original merchant or credit card receipt showing the item purchased and a copy of your credit card statement showing that your purchase was made entirely with your Citi Card. Please review the [Description of Coverage](#) for a list of items that are not eligible for Price Rewind. The advertisement must have been published and disseminated by the merchant on or within 30 days after the original purchase date and must be for the same item by the same manufacturer for a lower price.

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I found my item, but the store where I purchased it isn't listed. Is that ok?

This is fine. You still can request a refund if a price difference of at least \$25 is found on retailers' sites in the Citi Price Rewind database.

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My Price Rewinds:

When will I know if I can request a refund?

Citi Price Rewind will search for a lower price for 30 calendar days from the purchase date. If at the end of the 30 day tracking period Citi Price Rewind has found a price for your item that is at least \$25 lower than what you paid you will be able to request a refund.

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How will I be notified if I can request a refund?

Citi Price Rewind will send you an email alert as well as messaging on the Citi Price Rewind site. Included within the alert will be instructions on how to request your refund.

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Can I cancel a Price Rewind?

You can cancel a Price Rewind through the My Price Rewinds section.

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What is the minimum price difference to request a refund?

At least \$25 lower than your original purchase price.

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I submitted my claim form but I never got my refund?

For questions regarding your claim, please contact 1-866-934-1140.

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I received an alert that the price for an item was found for at least \$25 lower than the purchase price. What do I do?

1. If an lower price is found, you will need to visit citi.com/pricerewind and follow the 4 steps detailed on the website to request your refund online. Please note that you will need to upload a photo copy or scanned copy of your original receipt.
- OR

2. If you would like to file a claim based on an advertised lower price you found, you can file your claim directly by contacting Citicorp Insurance Services, Inc. toll-free at 1-866-934-1140. Claim assistance is available Monday-Friday, 8am-6pm, ET. General information is available Monday-Friday, 7am-7pm; Saturday and Sunday 9am-6pm, ET. At your request, a claim form will be sent to you for completion:

3. Claims submitted by mail must have legible copies of these two forms of proof-of-purchase with your claim form:
 - Your original merchant or credit card receipt showing the item purchased.
 - Copy of credit card statement showing purchase was made with Citi credit card

4. If you are not filing a claim based on a validated lower price from a price tracking entity authorized by Citi, you will need to include with your claim form a legible copy of the advertisement showing the lower price.
 5. Mail or fax your claim form with all required documents **within 90 days** from the date of purchase to:
Citicorp Insurance Services, Inc.
P.O. Box 901024
Fort Worth, TX 76101
Call Toll Free 1-866-934-1140
Fax: 817-820-5917

6. Once the required documentation is submitted and your claim is verified, you will receive a check for the price difference, up to a maximum of \$250. **All required claim documentation must be received by the claim administrator within 90 days of the Purchase Date.**

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I found a lower price on my own. Can I still request a refund?

Yes, if you find a lower price on your own that is at least \$25 lower than the original purchase price, you can complete a manual [claim form](#) to receive a refund. You will need to provide the advertisement containing the lower price for your item, the original merchant or credit card receipt showing the item purchased and a copy of your credit card statement showing that your purchase was made with your Citi credit card. The advertisement must have been published and disseminated by the merchant on or within 30 days after the original purchase date and must be for the same item by the same manufacturer for a lower price.

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How do I complete a manual claim form if I find a better price than Citi Price Rewind?

To submit a manual claim you will need to provide the advertisement containing the lower price for your item, the original merchant or credit card receipt showing the item purchased and a copy of your credit card statement showing that your purchase was made entirely with your Citi credit card. The advertisement must have been published and disseminated by the merchant on or within 30 days after the original purchase date and must be for the same item by the same manufacturer for a lower price.

You will also need to fill out the claim form manually. You can download a manual claim form and detailed instructions [here](#).

You will need to mail or fax your claim form along with two forms of proof-of-purchase to:

Citicorp Insurance Services, Inc.
P.O. Box 901024
Fort Worth, TX 76101
Call: 817-820-5917
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Why is Citi Price Rewind showing my refund as less than the difference between my purchase price and the lowest price found?

You may have a situation where the difference between your purchase price and the lowest price found for a Price Rewind is greater than \$250 but your refund is capped at \$250 per item (up to a maximum of \$1,000 per eligible cardmember per calendar year).

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How long can I wait before I submit my request a refund?

You have up to 90 days from the date of purchase to submit your claim form and proofs of purchase in order to receive your refund.

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When will I get my refund?

Once your claim is approved, a check will be mailed to you the next business day which you should receive within 10-14 days.

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Is there a limit on the refund amount I can receive for a Price Rewind?

The minimum refund amount you can receive is \$25. The maximum refund amount you can receive is \$250 per item, \$1000 per calendar year.

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Is there any limit to the number of Price Rewinds I can have?

No, there is no limit to the number of eligible Price Rewinds that can be submitted, however the maximum refund amount you can receive is \$1000 per calendar year.

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What if I do not have the ability to view my pre-filled claim form or a printer to print it?

You can call customer service at 1-866-934-1140 to request a blank claim form that you will need to fill out using information from the Generate Claim Form page on this site.

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I purchased more than one item of the same product at the same time (for example, two cameras). How many Price Rewinds do I need to enter?

You should enter one Price Rewind for each item that you purchased. For example, if you purchased two cameras you should enter two Price Rewinds. **Multiple purchases of the same item are limited to a \$250 maximum claim payment per sales receipt.**

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Miscellaneous:

I'm an international user.

At this time, the service is only available to United States residents.

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I have questions about the Citi Price Rewind program.

Call 1-866-934-1140 with questions and comments about Citi Price Rewind or citi.com/pricerewind.

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I have questions regarding my refund claim.

Please call 1-866-934-1140 with questions about your claim or refund of the price difference.

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I have questions about my Citi Card.

Please call the customer service number on the back of your Citi Card.

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What should I do if I return an item I am tracking?

You should cancel the Price Rewind.

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* Prices are tracked for 30 days from the original purchase date for the same item by the same manufacturer. Citi Price Rewind only tracks online prices. In order to be eligible for a refund, the price difference must be at least \$25. Price Rewind refunds are limited to \$250 per item and \$1,000 per calendar year. Multiple purchases of the same item are limited to a \$250 maximum claim payment per sales receipt. The entire purchase amount for the item must be made with your Citi card to be eligible for a refund. This program is not available on all cards. Business cards are not eligible for this program. Items purchased with ThankYou Points are not eligible for this program. For customers who qualify for benefits for all the same transaction under Citi Price Rewind, internet Price Protection and Price Protection coverages, or any combination of those coverages, the Company will only pay under the coverage providing the highest benefit and no benefits will be due under the other circumstances. Additional limitations and exclusions apply. Not every product found on this site qualifies for coverage so please see the [Description of Coverage](#) for program details and to learn what items are covered. Citi Price Rewind is underwritten by Tilton Insurance Company.

CITI.COM

DESCRIPTION OF COVERAGE

TERMS & CONDITIONS

FAQS

CONTACT US

PRIVACY

SECURITY

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