



Movie Gallery and Hollywood Video 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 other remaining stores in your area. Use our [store locator tool](#) to find alternate store locations.

PowerPlay Members (Movie Gallery, Hollywood Video)

- As of Tuesday, February 2, in stores that are being closed, the PowerPlay subscriptions of customers will not be renewed. This means customers will have no new subscription charges after that date.
- Existing points will remain active as long as the store offers rentals.
- Credits remaining after that may be transferred to another store. Customers should ask their store manager for details or call Customer Relations at 1-877-244-6684.

Diamond Level Members (Movie Gallery, Hollywood Video)

- As of Tuesday, February 2, in stores that are being closed, the Diamond Level memberships of customers will not be renewed. This means customers will have no new charges after that date.
- Customers can continue to use Diamond Level benefits as long as the store offers rentals or until those benefits expire, whichever comes first.

Gift Cards (Movie Gallery, Hollywood Video)

- Gift Cards will continue to be honored. We encourage you to use your gift cards at one of our other stores in the area. If that is not practical, contact Customer Relations at 1-877-244-6684.

Service Contracts (Movie Gallery, Hollywood Video)

- 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.

Outstanding Rental Items and Late Fees (Movie Gallery, Hollywood Video)

- We'd appreciate it if you would return your items to one of our other stores in the area in a reasonable time frame. If that's not practical, we will provide a prepaid shipping envelope to return items. Call Customer Relations to make arrangements at 1-877-244-6684.
- Customers will be expected to pay any outstanding late fees.

Store Credits and Deposits for Pre-Ordered Items (Movie Gallery, Hollywood Video)

- Stores will refund customer deposits, as pre-orders will not be fulfilled.

Game Access Pass (Select Hollywood Video locations)

- As of Tuesday, February 2, in stores that are being closed, the Game Access Passes of customers will not be renewed. This means customers will have no new charges after that date.
- Customers can continue to use their passes as long as the store offers rentals or until the passes expire, whichever comes first.

Tanning Subscriptions (Select Movie Gallery locations)

- As of Tuesday, February 2, in stores that are being closed, VIP memberships of customers will not be renewed.
- Customers can continue to use VIP membership benefits until the store closes or until membership expires, whichever comes first.
- As of Tuesday, February 2, in stores that are being closed, there will no longer be an option to start new VIP memberships or purchase our 12-month tanning option.
- If you currently have a longer-term membership, please contact Customer Relations at 1-877-244-6684 to discuss your individual situation.