



ERIK NASARENKO

VENTURA COUNTY DISTRICT ATTORNEY

NEWS RELEASE



Follow us @VenturaCountyDA
[DA.VenturaCounty.gov](https://www.vcda.net)

Contact: Joey Buttitta
Title: Communications Manager/PIO
Phone: (805) 767-3400
Email: Joey.Buttitta@venturacounty.gov

Approved: SW
Date: October 23, 2025
Release No.: 25-129

Chipotle Ordered to Pay \$246,000 for Violating California Gift Card Law

VENTURA, Calif. – Ventura County District Attorney Erik Nasarenko announced today that Chipotle Mexican Grill, Inc., which has 499 locations in California, has entered into a Stipulated Judgment and will pay \$246,000 in civil penalties, restitution, and costs to resolve allegations of violating California's gift card redemption law.

The complaint, filed in Ventura County on behalf of the District Attorney's Offices of Ventura, Los Angeles, Sonoma, and Shasta counties, alleged that Chipotle unlawfully denied consumers the right to cash out gift cards with balances of less than \$10. California Civil Code section 1749.5 provides that consumers holding gift cards valued under \$10 may request a cash refund rather than spending the remaining balance.

"California law ensures that consumers can keep every dollar that is rightfully theirs," said District Attorney Erik Nasarenko. "This settlement not only holds Chipotle accountable but also guarantees that consumers can easily obtain the refunds the law provides. I want to thank our partner counties, Los Angeles, Sonoma, and Shasta, for their collaboration and commitment to protecting consumers across California."

Under the terms of the judgment, Chipotle will pay \$145,467.04 in civil penalties, \$88,532.96 in investigative costs, and \$12,000 in restitution to the California Consumer Protection Prosecution Trust Fund. The company must also launch a dedicated website portal for consumers to request refunds for gift card balances under \$10. The portal is available at www.chipotle.com/gift-card-cashback. Chipotle gift cards will be updated to include a message directing consumers to the new portal, and the company is prohibited from using any information collected through the site for marketing purposes.

Senior Deputy District Attorney Andrew Reid, a member of the Ventura County District Attorney's Office Consumer Protection Unit, prosecuted the case.