grub LOVE

F A Q

1. How many receipts can I scan?

You can scan up to 3 receipts at one time. Any other receipts must have a time stamp of 4 hours or later.
<u>Example:</u> 5 receipts all from 12pm, you can only scan 3. If you have 5 receipts and 3 are for 12pm and 2 are for 4pm, you can scan all of them because they are 4 hours apart.

2. How many redemptions can I use per visit?

You can use one redemption per visit or up to $50 in rewards in a 4-hour period.

3. How do I redeem?

When you are in or near a Grub restaurant, open the app, click the 'redeem' button in the app and select the 'reward' you would like to use. Once you've chosen how much you would like to redeem in terms of rewards, you can either place the QR code to the scanner found at the register OR give the 7-digit code to the cashier. <u>After pressing redeem, you have 4 hours to use the code before it expires.</u> When a redemption code expires for rewards/offers, those rewards/offers go back to your account if unused. **You cannot redeem points on alcohol purchases.**

4. Do points expire?

Points do not expire.

5. How do I earn points?

To earn points, tap the 'rewards' button, then tap the 'earn' button in the app. You can then scan your code at the cash register at the time of purchase or scan the barcode on the bottom of your receipt. **Food and beverage purchases only, alcohol included. While you can earn points on alcohol purchases, you can NOT redeem points on alcohol purchases.**

FAQ last updated on August 2, 2019

6. What if I did not get the same amount of points that my receipt shows?

Points are given pre-tax and rounded to the nearest dollar.

7. How do I find a Grub restaurant that is participating?

Tap 'locations' in the app to find a participating location.

8. Do my points work at any Grub restaurant?

Your points can be earned or redeemed at any participating Grub restaurant. Tap 'locations' in the app to find a Grub near you!

9. I scanned my receipt and did not get my points!

In the 'rewards' screen, swipe down and release to refresh your screen. If you're still not seeing your points, please email app@grubburgerbar.com and send a picture of your receipt with the date and barcode in clear view.

10. How long do I have to scan my receipts?

Bar codes will expire 7 days from purchase date & time listed on the receipt.

11. I don't have an iPhone or Android phone; can I still participate in the loyalty program?

Yes, please go here https://grubburgerbar.com/grublove/. Sign up through Facebook and receive 10 bonus points!

12. Where are the terms and conditions for Grub Love?

Please click here https://grubburgerbar.com/wp-content/uploads/2017/03/Punchh-Rewards-TCs-rev-with-disclaimer.pdf.

13. Do I get anything on my Birthday?

Yes, you will receive a FREE SHAKE on your birthday that will expire after 14 days.

14. Do I get anything if I use Facebook to sign up?

Yes, you will receive an additional 10 bonus points plus the sign-up offer.

FAQ last updated on August 2, 2019

15. Do I get anything when I sign up?

Yes, but rewards change every so often (Ex: free burger, free queso) and the reward will expire after 14 days.

16. When do I get my free reward for signing up?

After signing up, you will be gifted your free reward 4 hours later.

17. Do I get points for referring a friend?

Yes, the referred party receives 20 points when they enter a valid invite code upon downloading the app & signing up. The referring party receives points when your friend/family member makes their first loyalty purchase.

18. I didn't get my FREE reward on my device, but my husband did, and we share a phone.

If you signed up using different emails but used the same device, we will only reward the first person who signed up from that device.

19. Can I purchase a gift card through the app?

Yes, you can purchase a purely digital gift card in the app and gift a digital gift card to anyone via an email address. Purely digital gift cards can be used as a stored value card for your own purchases.

20. Can I order online and still receive points?

Yes, tap 'order' in the app and choose your closest Grub. You can also redeem rewards/offers on online orders.

21. Can I earn points on purchased gift cards?

No, you cannot earn points from gift card purchases.