

## Frequently Asked Questions: By Redeemers

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**Q: Do the receipts have to be mailed in by a certain date before the end of the month?**

A: The receipts and voucher must be postmarked on or before the last day of the month. For example, your January receipts and voucher must be sent out by January 31st. You should receive your gift card within 10 days of the following month you sent your voucher and receipts in.

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**Q: When do I have to register my certificate?**

A: You should register your certificate as soon as you can because you cannot collect receipts until the following month. If you wait until next month to register then you will not be able to collect receipts until the month after next.

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**Q: I registered online, do I need to mail in my certificate?**

A: No, you only need to save your receipts and send in the voucher and receipts for each month.

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**Q: I tried to print/download my vouchers but only 1 voucher printed out, where are my other vouchers?**

A: Your future vouchers can be printed out by returning to the site and entering your certificate passcode/pin in the registration area during the following months. For example. If you registered your certificate in February, 2009. Your March, 2009 voucher will be printed out. Then you can return to the site in April to print out your April, 2009 voucher, and continue each month for the duration of your redemption period.

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**Q: How do I contact customer service?**

A: You may contact customer service 24 hours a day through our contact us form, or by mail at: Customer Service 4710 E Falcon Dr. Suite 211 Mesa, AZ 85215. You can also call our customer service number: 480-832-1727 Monday-Friday between 8am & 4pm mountain time

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**Q: Can I submit receipts for multiple purchases I made on the same day?**

A: You can not submit multiple receipts dated for the same day. One receipt totaling \$100 (or more) or multiple receipts within the same month are acceptable.

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**Q: Should I start saving my receipts when I get my certificate?**

A: No need to collect receipts until you register. Once you have registered the redemption process will begin the 1st of the following month and that is when you start saving you receipts.

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**Q: Can I submit receipts from other locations besides my preselected grocery store or gas station brand?**

A: No. We are a loyalty program. You must remain loyal to your chosen store for your entire redemption period.

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**Q: What happens if the brand of groceries or gas I want to use is NOT on your list of cards?**

A: Then simply choose "Other" and type the brand in the box below that question.

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**Q: Can the \$100 worth of receipts include other things I buy at the stores besides groceries?**

A: At least 50% of each grocery receipt must be for groceries and the majority of gas receipts must be for some form of petroleum product or item purchase at your brand station that are typical to gas stations.

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**Q: What happens if the receipts do not print the name of the store?**

A: Please write the store name on the FRONT of the receipts at the top. Make sure that it is legible.

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**Q: What kind of items qualify for 50% of the receipts for groceries?**

A: Foods for the household to eat, such as: Breads, cereals, fruits, vegetables, meat, fish, poultry, dairy products, etc. You can also purchase seeds and plants which produce food for the household to eat. Also pet food

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**Q: What items can be purchased towards the non-grocery portion?A**

A: Anything the store sells, can be used towards the non-food portion of the receipt, supplies such as: soaps; paper products; vitamins; medicines; prescriptions. Please make sure that this is less than 50% of each receipt.

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**Q: What happens if I do not spend \$100 on groceries during a calendar month?**

A: Then you would not be issued your \$25 gift card for that month. The underwriters of the program require that we submit all grocery receipts each calendar month and therefore you cannot combine 2 months of receipts to submit them as one. You must spend \$100 on groceries per month.

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**Q: Can the \$25 gift cards be used as part of the \$100 worth of groceries spent during the month?**

A: Yes

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**Q: Where do I mail my vouchers and receipts?**

A: Please mail your receipts and vouchers for the same month to:

Redeem Groceries Vouchers

PO Box 31690  
Mesa, AZ 85275

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**Q: I've moved can I change my address?**

A: Yes please log in using your certificate passcode at the registration page and you can change your address in the back office.

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**Q: Can I change the brand I registered with?**

A: You have two weeks from the time you registered to change the brand. You can do this by going to the registration page and logging in.

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