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## Factory Rewards®

### Frequently Asked Questions

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#### **What is FACTORY REWARDS®?**

The SMOOTHIE FACTORY + KITCHEN® loyalty program, also known as FACTORY REWARDS, allows you to earn points for every qualified purchase you make from any of our participating SMOOTHIE FACTORY® and SMOOTHIE FACTORY + KITCHEN locations!

#### **What are the benefits of being a loyalty member?**

- All guests can join FACTORY REWARDS for Free!
- You will earn 1 point for every \$1 dollar spent on qualified purchases at participating locations.
- You will receive a reward for \$2.00 off your purchase at a participating SMOOTHIE FACTORY or SMOOTHIE FACTORY + KITCHEN store just by joining FACTORY REWARDS!
- For every 50 loyalty points you earn, you will receive an Earned Reward equal to a FREE small smoothie (not including any add-ins or boosts) at a participating SMOOTHIE FACTORY or SMOOTHIE FACTORY + KITCHEN store. Once earned, you will automatically see the Earned Rewards on your account.\*
- As an opted-in loyalty member, you may also receive special promotions, coupons and invitations to exclusive events at SMOOTHIE FACTORY and SMOOTHIE FACTORY + KITCHEN locations via email, text, SMS and push notifications.
- Your rewards are automatically saved to your FACTORY REWARDS loyalty account. To redeem your rewards, just provide your loyalty account number (i.e., your phone number linked to your loyalty account) at the time of purchase.

\*You must provide your account number at the time of purchase to earn loyalty points. You will not earn points for payment of sales tax. Points converted into Earned Rewards will be deducted from your point balance upon issuance of the Earned Reward, regardless of whether you actually redeem them so make sure that you are redeeming your Earned Rewards!

#### **Ok, how do I get started?**

It's easy! There are a couple of ways to join FACTORY REWARDS:

- Download the SMOOTHIE FACTORY + KITCHEN app from the App Store or Google Play Store and create your account. There is no cost to download the app, and you can begin using the app immediately.
- Sign up on our website <https://smoothiefactorykitchen.com>.

#### **How does FACTORY REWARDS work?**

When you set up an account, you'll immediately start earning points for every qualified purchase you make at any of our participating SMOOTHIE FACTORY and SMOOTHIE FACTORY + KITCHEN locations! Just make sure you identify yourself as a loyalty member on each visit (in store or online via the SMOOTHIE FACTORY + KITCHEN app or website) so that your qualified purchase can be tied to your account.

#### **What if I don't have a mobile device or don't want to have the SMOOTHIE FACTORY + KITCHEN app on my phone?**

You can still participate in FACTORY REWARDS on our website <https://smoothiefactorykitchen.com>.

#### **How do I know what rewards I've received?**

If you have not told us that you don't want to hear from us, you may receive communications from us via your email address and/ or your mobile phone via the SMOOTHIE FACTORY + KITCHEN mobile app or text, SMS or push notifications. You can also check your account balance at any time by opening the SMOOTHIE FACTORY +

KITCHEN app or by accessing your loyalty account on the SMOOTHIE FACTORY + KITCHEN website and going to your "Profile." Remember, your personal mobile device settings are within your discretion. You can opt out of receiving push notifications at any time by adjusting the notification settings in your device or app settings. Opting out may limit your access to certain features and information. If you have any questions, you can always contact us at [info@smoothiefactorykitchen.com](mailto:info@smoothiefactorykitchen.com).

### **I have a reward; how do I redeem it?**

It's super simple!

- **If you are at a participating SMOOTHIE FACTORY or SMOOTHIE FACTORY + KITCHEN store**, let the team member know that you are a loyalty member and provide your loyalty account number (which is the 10-digit phone number linked to your loyalty account). You must order the menu item that is associated with the reward in order to redeem. When the team member enters your loyalty account number in the point-of-sale system to ring in your order, they will be able to view any available rewards you have earned and apply the reward to the product/menu item. For example, if you have an Earned Reward for a free small smoothie available to use, you must give the team member your loyalty account number AND order a small smoothie. The team member will be able to see the Earned Reward for a free small smoothie on your loyalty account and apply it to your transaction.
- **If you are ordering online through the SMOOTHIE FACTORY + KITCHEN website or through the SMOOTHIE FACTORY + KITCHEN mobile app**, you must order the menu item associated with the reward before you will be able to redeem the reward. Remember, to redeem any reward, you must provide your loyalty account number and be recognized as a loyalty member for that transaction. For example, if you have an Earned Reward for a free small smoothie and you are placing an order online at <https://order.smoothiefactorykitchen.com> or through the SMOOTHIE FACTORY + KITCHEN mobile app, you must be logged into your loyalty account and have provided your loyalty account number prior to starting your order. Next, your order must include a small smoothie. Your Earned Reward will then be applied to that transaction and deducted from your total. If you order a large smoothie, you will not be asked if you want to redeem your Earned Reward because the menu items in your order did not match the reward. ***The menu item ordered must match the menu item that is associated with the reward you are redeeming.***

### **What is considered a qualified purchase for earning loyalty points?**

Qualified purchases are based on actual dollars tendered for menu item purchases made at participating SMOOTHIE FACTORY and SMOOTHIE FACTORY + KITCHEN locations. The purchase of a SMOOTHIE FACTORY + KITCHEN gift card is not a qualified purchase; however, purchases made at a participating SMOOTHIE FACTORY or SMOOTHIE FACTORY + KITCHEN location using a SMOOTHIE FACTORY + KITCHEN gift card are considered qualified purchases. (NOTE: you can't purchase SMOOTHIE FACTORY + KITCHEN gift cards using a SMOOTHIE FACTORY + KITCHEN gift card). Qualified purchases are determined by Smoothie Factory + Kitchen in its sole discretion and may be changed without notice. Points are issued on the net subtotal of the qualified transaction (meaning net of any discounts that have been applied to a qualified transaction) and are not earned on taxes, gratuities, service or delivery fees.

### **Do my loyalty points and rewards ever expire?**

Yes, all offers do expire, although we do our best to give you enough time to redeem. Here is the expiration schedule for loyalty points and rewards:

- Sign-up, Birthday or Anniversary rewards – 30 days from issue date. Free small smoothie reward is issued on the first day of your birthday month.

- Earned Rewards – 12 months from issue date. Your Earned Reward is earned once you accumulate 50 points (\$1 spent = 1 reward points). Points converted into Earned Rewards will be deducted from your point balance upon issuance of the Earned Reward, regardless of whether you actually redeem them so make sure you redeem your Earned Rewards!
- Coupons and other rewards we may send you on a periodic basis that are not Earned Rewards will expire on the date that is stated on the offer.
- Loyalty points generally will not expire subject, however, to changes, modifications, or cancellation of the program as outlined in our terms and conditions.

**Can I use rewards to purchase a SMOOTHIE FACTORY + KITCHEN gift card?**

No. You cannot use rewards (including the Earned Rewards) to purchase SMOOTHIE FACTORY + KITCHEN gift cards.

**Can I use any rewards in conjunction with other coupon offers?**

No. Rewards cannot be combined with any other promotional offers or coupons, and you can only redeem one reward in a single transaction.

**Can I have more than one loyalty account?**

Unfortunately, no. Multiple loyalty accounts per a single person may be merged at our discretion.

**Can I use the SMOOTHIE FACTORY + KITCHEN app to earn and redeem rewards?**

Yes! You will be able to earn loyalty points and redeem rewards when you provide your loyalty account number (which is the 10-digit phone number linked to your loyalty account) at the time of your purchase.

**I forgot to provide my loyalty account on my last visit. Can I still get loyalty points for my purchase?**

Yes! Simply contact us at [info@smoothiefactorykitchen.com](mailto:info@smoothiefactorykitchen.com) and send us a copy of your receipt and your loyalty account number and we will be able to add points to your account.

**If the above did not answer your question, check out our terms and conditions at <https://smoothiefactorykitchen.com/terms-of-use/> or contact us at [info@smoothiefactorykitchen.com](mailto:info@smoothiefactorykitchen.com).**

Please note that your use of and/or participation in FACTORY REWARDS constitutes your acceptance of the complete terms and conditions of our loyalty program, which can be found at <https://www.smoothiefactorykitchen.com/terms-of-use>. The Company may, at any time, and at its sole discretion, modify the loyalty program terms and conditions, with or without notice. Such modifications will be effective immediately upon posting. You agree to review the loyalty program terms and conditions of use periodically, and your continued use of and/or participation in FACTORY REWARDS following such modifications will indicate your acceptance of any modified terms and conditions of use. If you do not agree to any modification of the terms and conditions of use, you must immediately stop using and/or participating in FACTORY REWARDS.