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Dunkin' Rewards Terms & Conditions |

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Mail a Dunkin' Card, send an eGift instantly, or purchase \$500 or more in bulk.

MANAGE DUNKIN' CARDS

Make changes to your account and Dunkin' Card or register a new Dunkin' Card.

Check Balance or Add Value

Make every Dunkin'® run easier by loading value on your Dunkin' Card.

SHOP

Bottled Iced Coffee

Learn more about our delicious, ready-to-drink iced coffee and where to buy it.

Creamers

Find a grocer near you that carries your favorite Dunkin'

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Creamer.

DUNKIN' AT HOME

Find a grocer near you that carries your favorite varieties in bags or K-Cup Pods

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CAREERS

Register your dunkin'

®

card

Join DD Perks

®

today to register your Dunkin' Card, get special deals, and earn points toward free beverage rewards.

Already have an account?

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AMAZING REWARDS

Bring on the Free Food & Drinks!

SIGN UP

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LOYALTY PROGRAM

TERMS OF USE

DUNKIN' REWARDS

TM

Loyalty Program Terms and Conditions

Updated October 2022

These terms and conditions (“

Terms

”) govern the Dunkin’ Rewards Loyalty Program (“

Dunkin’ Rewards

”). If you were a member of the DD Perks Program you will automatically be enrolled in Dunkin’ Rewards.

The Dunkin’ Rewards Loyalty Program is offered at the sole discretion of Dunkin’ Brands, Inc. (“

Dunkin

”). Loyalty Program rules, terms, conditions, benefits or rewards may be modified at any time by Dunkin’, with or without notice. Such changes may affect previously earned points and rewards.

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY AND NOTE THAT THESE TERMS CONTAIN PROVISIONS THAT GOVERN THE RESOLUTION OF DISPUTES BETWEEN US AND YOU. THESE TERMS AND CONDITIONS CONTAIN IMPORTANT INFORMATION ABOUT YOUR RELATIONSHIP WITH DUNKIN’, INCLUDING MANDATORY ARBITRATION OF DISPUTES BETWEEN US, INSTEAD OF CLASS ACTIONS OR JURY TRIALS.

Please read the

Privacy Policy

and

Terms of Use

carefully to understand how Dunkin’ collects, uses and discloses information about its customers.

Program Description:

Dunkin’ Rewards is a customer loyalty program that allows a Member (as defined below) to receive and redeem Points for Rewards (as defined below). No business entities, third-party aggregators, organizations, or groups may register for the Program or receive Points (as defined below). Dunkin’ reserves the right to limit participation and enrollment at any time.

How to Enroll for New Members:

For users residing in participating California, go to

www.dunkindonuts.com

or the Dunkin’ App and create a new account and provide the following information:

First Name, Last Name, Password, Email, and mobile number.

Birthday (month, day) is optional to receive birthday offers. If you do not provide birthday information you will not receive birthday offers.

Zip Code: It is optional to provide zip code in the Dunkin’ App or to enroll through the website. If a zip code is provided, you will receive market-specific offers.

How to Receive Points in Dunkin' Rewards

To receive Dunkin' Rewards loyalty points ("Points"), you must purchase Qualifying Products (as defined below) at a participating Dunkin' store location and pay with an enrolled Dunkin' Card, Order through the Dunkin' App, or scan your Dunkin' Rewards ID and pay with a payment method available in the Dunkin' app or cash (a "Qualifying Purchase").

Not all Dunkin' stores participate in Dunkin' Rewards, even if they accept an enrolled Dunkin' Card as payment.

Dunkin' Rewards members ("

Members

") receive ten (10) Points for each dollar (\$1) spent on Qualifying Products, exclusive of sales tax and any discounts.

Boosted Status: Members who have twelve (12) Qualifying Visits (as defined below) during a calendar month will receive 1.2 times more points (12 points as opposed to 10 points) for each dollar (\$1) spent on Qualifying Product for the remainder of the calendar month and for the next three consecutive calendar months. Each Calendar month in which a Member has twelve (12) Qualifying Visits will extend on a rolling basis the Boosted Status benefit period.

Bonus points may be offered from time to time based on geographic location or Program activity (e.g. the purchase of certain Qualifying Products during certain time periods or making Qualifying Purchases using Mobile ordering). Bonus Points are provided at the base rate of ten (10) points for each dollar (\$1) spent. Points for such activities will be awarded as described in the applicable offer and will be subject to any additional terms set forth with that offer. Dunkin' is under no obligation to provide Members with any particular number of Point opportunities or special offer.

A Member will record a "

Qualifying Visit

" by making a Qualifying Purchase at a participating Dunkin' store location that is at least sixty (60) minutes after the last Qualifying Visit and is at least \$0.99 cents after all discounts and before tax. Gift card purchases or reloads, and reward redemption purchases only, do not qualify.

Qualifying Products are all Dunkin' food and beverage products purchased at participating Dunkin' locations in the manner provided in these terms. Qualifying Products exclude the purchase or reload of a Dunkin' Gift Cards, Reward Coupon Redemptions, purchase of retail merchandise, Keurig Brewers or Newspapers, donations to charity and product purchases on shopdunkin.com and other online platforms. Baskin-Robbins products sold in Dunkin' /Baskin-Robbins® combo locations are excluded. You will not receive Points for any amounts paid in delivery fees, surcharges, sales, use or other transactional taxes.

Point balances will be available in your account on the Website and in the Dunkin' App. In certain cases, it may take twenty-four (24) hours or more after a Qualifying Purchase for Points to be available.

From time to time, participating Dunkin' store locations may experience system unavailability and cannot process a Dunkin' Rewards transaction and Points will not be recorded. Members can contact Customer Care to request that Customer Care manually enter the points for the transaction into the Members account. The Customer Care Team can be contacted by email at customerservice@dunkinbrands.com or at 1-800-447-0013.

For Members who have more than one Dunkin Card enrolled, all points will be accumulated in one main account.

Baskin-Robbins®

Gift Cards cannot be entered into the Dunkin' app or be used as an enrolled Dunkin' Card. However, they may be used for payment once a Dunkin' Rewards ID is scanned.

Delivery Platforms:

Points cannot be earned on third party delivery platforms.

How To Redeem Points for Rewards

Points may be redeemed for Rewards, which consist of select Dunkin' food and beverage items. The number of points required for select food and beverages will be outlined in the reward catalog, which is available in the Dunkin' app and on dunkindonuts.com ("

Website

") and may be changed from time to time. Members must have at least enough available Points in their account for the Reward that the Member wishes to redeem. Points accrued by a Member in any purchase or transaction may only be redeemed for Rewards in a separate, subsequent purchase or transaction.

Points can only be exchanged for Rewards in the Dunkin' App. Points cannot be redeemed for Rewards on the Website.

During Early Access, Rewards will only be redeemable at participating Dunkin' store locations in California.

To redeem the Points for a Reward in the Dunkin' App, go to the rewards catalog and select the Reward you wish to activate. The Reward will be added to your account.

Points will be subtracted from the Member's account immediately when a Reward is requested based on the total Points for the requested Reward. Points will be restored to a Member's account only in the event Dunkin' determines, in its sole and absolute discretion, that the Reward requested by that Member is unavailable or cannot be delivered. Dunkin' reserves the right to limit the redemption of specific Rewards and limit the number of Rewards available.

How to Redeem Rewards

To use the Reward, Members need to scan the Reward at the time of purchase or apply it to an order in the Dunkin' App.

Each Reward has a unique number and can only be used once. Once a Reward has been applied, it is non-refundable.

The Reward must be used within the time frame specified for that Reward or it may expire. Standard Rewards are valid for 30 days from date of activation of a Reward. Other promotional Rewards may be available from time to time and may have different expiration dates which will be outlined in the Reward.

Points, Rewards and Member benefits may not be gifted, purchased, sold, bartered, brokered or otherwise transferred, except that the Program may allow a Member to donate or gift Points and/or Rewards in certain limited instances.

Attempts to redeem single use offers and verification codes for Rewards multiple times or through multiple users constitutes fraud and may result in the termination or suspension of your account.

Account Inactivity

If a Member does not purchase a Qualifying Product for a period of 6 months, any Points that the member has previously earned will expire and will be removed from the Members' account. Points cannot be reinstated after they have been removed.

Dunkin' also has the right to terminate a Member's account if the Member does not purchase a Qualifying Product with an enrolled Dunkin' Card or Loyalty ID for a period of twelve (12) months or longer.

PLEASE READ THIS SECTION CAREFULLY – IT MAY SIGNIFICANTLY AFFECT YOUR LEGAL RIGHTS. YOU AND DUNKIN' AGREE TO GIVE UP ANY RIGHTS TO LITIGATE CLAIMS IN A COURT OR BEFORE A JURY OR TO PARTICIPATE IN A CLASS ACTION OR REPRESENTATIVE ACTION WITH RESPECT TO A CLAIM. OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT, SUCH AS ACCESS TO DISCOVERY, ALSO MAY BE UNAVAILABLE OR LIMITED IN ARBITRATION.

WE BOTH AGREE TO ARBITRATE.

You hereby agree that any dispute between you and Dunkin' Brands, Inc. and its agents, employees, officers, directors, principals, successors, assigns, subsidiaries or affiliates (collectively for purposes of this section, “

Dunkin’

”) arising from or relating to any aspect of the relationship between you and Dunkin’ (collectively,

"Covered Disputes"

) will be resolved by binding arbitration or in small claims court. You and Dunkin’ each also agrees that the Agreement affects interstate commerce so that the Federal Arbitration Act and federal arbitration law, not state law, apply and govern the enforceability of this dispute resolution provision (despite the general choice of law provision set forth below).

WHAT IS ARBITRATION:

Arbitration is more informal than a lawsuit in court and seeks to resolve disputes more quickly. Instead of a judge or a jury, the case will be decided by a neutral arbitrator who has the power to grant whatever relief would be available in court under law or in equity, but court review of an arbitration award is limited.

PRE-ARBITRATION PROCEDURES.

Prior to initiating any arbitration, you must first give us an opportunity to resolve your claim by sending an individual written description that describes in detail the individual damages that you claim to have suffered by e-mail to

customerservice@dunkinbrands.com

with “Legal Dispute” appearing in the subject line. We agree to endeavor to settle amicably by mutual, good faith discussions any Covered Disputes. If we are unable to resolve your claim within 60 days despite those mutual discussions, then either you or we may start arbitration or small claims court proceedings. A court, not an arbitrator, will decide whether this condition precedent has been satisfied

ARBITRATION PROCEDURES.

To begin arbitration, you must send a letter requesting arbitration and describing your claim to

customerservice@dunkinbrands.com

with “Legal Dispute” appearing in the subject line and to the American Arbitration Association (“AAA”). The arbitration of all disputes will be administered by the AAA under its Consumer Arbitration Rules in effect at the time the arbitration is commenced, except to the extent any of those rules conflicts with our agreement in these Terms, in which case these Terms will govern. The AAA rules are available at www.adr.org. If the claims asserted in any request or demand for arbitration could have been brought in small claims court, then either you or Dunkin’ may elect to have the claims heard in small claims court, rather than in arbitration, at any time before the arbitrator is appointed, by notifying the other party of

that election in writing. Upon filing of the arbitration demand, Dunkin' will pay or reimburse all filing, administration, and arbitrator fees. Notwithstanding the foregoing, if any claim asserted in an arbitration demand is deemed to be frivolous, the defending party shall be entitled to recover its attorneys' fees and any filing, administration, and arbitrator fees incurred.

NO CLASS ACTIONS.

Dunkin' and you agree that any Covered Dispute will be submitted to arbitration on an individual basis only.

Neither Dunkin' nor you are entitled to arbitrate any Covered Dispute as a class, representative or private attorney action and the arbitrator(s) will have no authority to proceed on a class, representative or private attorney general basis.

If a court or arbitrator determines in an action between you and us that any part of this class action waiver is unenforceable with respect to any claim, the arbitration agreement and class action waiver will not apply to that claim, but they will still apply to any and all other claims that you or we may assert in that or any other action.

WAIVER OF JURY TRIAL.

If a claim proceeds in court rather than through arbitration,

YOU AND DUNKIN' EACH WAIVE ANY RIGHT TO A JURY TRIAL.

In any circumstances where the Agreement to Arbitrate Disputes permits the parties to litigate in court, then such dispute between us arising under the Terms or your misuse of the DD/BR Online Services will be subject to the jurisdiction and venue of the state and federal courts located in Boston, Massachusetts, and governed in accordance with the laws of the Commonwealth of Massachusetts, excluding its conflict of law rules.

Miscellaneous

There is no membership fee associated with the Dunkin' Rewards. "Points" accumulated and Rewards redeemed under Dunkin' Rewards have no cash value and are not redeemable for cash. No portion of any payment for purchases qualifying for Dunkin' Rewards or any Points, Member benefits, or Rewards constitute consideration paid for any of the foregoing. Dunkin' reserves the right to limit the redemption of specific Rewards and Member benefits and limit the number of Points, Rewards, and Member benefits available.

Members may not sell, transfer or assign Points, and a Member is only eligible to receive Points for Qualifying Purchases or other Point-earning opportunities offered through Dunkin' Rewards.

Dunkin' reserves the right to terminate a Member's account and/or participation, including canceling points and Rewards, in the Dunkin' Rewards if it the Member has violated the Privacy Policy, Online Terms of Use, or these Terms and Conditions, or if the use of the Member's account is unauthorized, fraudulent or otherwise unlawful or in violation of any of those policies or terms. Dunkin' also reserves the right to cancel Points credited to a Member's account if it is determined that (a) Points were incorrectly posted to the Member's account, or (b) Points were obtained fraudulently.

Dunkin' reserves the right to change, modify or terminate Dunkin' Rewards, or any or all benefits under the Program or any policy pertaining to the Program, at any time, for any reason, including our right to change the expiration date or redemption value of Points or Rewards, merge the Program with another program, or to adjust how Points or Rewards are received, calculated or redeemed.

Dunkin' Rewards Program will continue until such time as Dunkin', in its sole discretion, elects to terminate the Dunkin' Rewards Program. Dunkin' has the right to terminate the Dunkin' Rewards at any time without providing electronic or written notice to you.

Dunkin' reserves the right to offer additional Dunkin' Rewards benefits or bonus Points to some Members based on geographic location, program participation or other criteria as determined by Dunkin'. Some of our special promotional offers, benefits, and communications also may be based on the volume or type of purchases. Special offers are distributed by email or through the Dunkin' App, so you must opt-in to receive promotional and marketing emails from Dunkin' Rewards and provide a valid email address in order to receive them via email. You may opt-out of receiving additional Dunkin' Rewards communications and still remain an active Dunkin' Program Member.

Dunkin' and participating Dunkin' store locations, in their sole discretion, may periodically offer the opportunity for special gifts or prizes. These gifts and prizes may be distributed via the Dunkin' App, online, or via email from time to time, based on the information the Member has in the Member account. Members must have their Dunkin' App set to receive notifications and/or have opted-in to receive email communications in order to receive these gifts and prizes.

From time to time, Members may be provided with the opportunity to redeem Points for purchases from third-party providers.

The Program is provided by Dunkin' Brands, Inc., and all Points and Rewards are issued by and solely the obligation of Dunkin'.

These Terms shall be governed by the laws of the Commonwealth of Massachusetts, without regard to conflict of laws provisions or principles.

Loyalty Accounts vs. Dunkin' Account

If I have a Dunkin' Account or a registered Dunkin' Card, am I automatically enrolled in a Dunkin' Loyalty Program?

No you must enroll in a Loyalty Program to earn points, even if you have a registered Dunkin' Card. Simply

sign in

to your existing Dunkin' Account and follow the steps on screen to join a Loyalty Program. Once you finish your registration, you'll be ready to start accruing points!

[Click Here for FAQs on the Loyalty Programs](#)

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Items

How is Dunkin' Rewards different from DD Perks?

Dunkin' Rewards is our new rewards program, replacing DD Perks. The major differences are:

Earning points:

Dunkin' Rewards members earn 10 points per \$1 spent on qualifying purchases. Plus, when members visit 12 times in a calendar month, they unlock Boosted Status, which means 20% more points earning

(12 points per \$1 spent) for a full 3 months after.

Redeeming your points:

Dunkin' Rewards members can save their points and turn their points into rewards for free food and drinks! Rewards start at just 150 points, that's only \$15 spent!

Why did the program change?

Because our members deserve more! Dunkin' Rewards is designed to help keep you running all day long with the best that Dunkin' has to offer. You can now redeem your points on most menu items, including food and drinks.

How do I join Dunkin' Rewards?

Simply download the Dunkin' app from your phone's app store or enroll online at dunkindonuts.com. Remember, if you are already a DD Perks member, we will automatically enroll you in Dunkin' Rewards.

Will I still get a free drink for my birthday?

Members that add their birthday to their account will be eligible for a birthday bonus! It's your ticket to an all-day bonus of 3X points on any purchases made. Members can choose to activate this offer the day before their birthday, the day of their birthday, or the day after their birthday.

Do my Dunkin' Rewards points expire?

Yes, points expire after 6 months if there has been no activity (meaning no Dunkin' Reward point earning transaction) with an account.

Will I earn the same number of points regardless of how I pay?

Yes! Dunkin' Rewards members can earn the same number of points regardless of how they pay — cash, credit/debit, enrolled Dunkin' Gift Card, Apple Pay or Google Pay. Don't forget to scan your Dunkin' Rewards ID before paying in-store to earn your points.

Can I earn points in the drive-thru, through curbside pickup and in-store?

Members earn points when they scan their Dunkin' Rewards ID, pay with an enrolled Dunkin' Card or order ahead in the Dunkin' App at the drive-thru, with curbside pickup and in-store.

Can I earn points and redeem my rewards through Delivery?

No, Delivery orders currently are not eligible to earn points or to redeem rewards.

Do my reward coupons expire after I convert my points?

Yes, rewards expire 30 days from the day members convert their points into a reward.

Can I use more than 1 reward in a single transaction?

Yes! Dunkin' Rewards members can redeem for more than 1 reward at a time. Be sure to read each reward's description and terms for more information on redeeming.

What is Boosted Status and how do I earn it?

Dunkin' Rewards members receive Boosted Status after 12 qualifying visits in a calendar month, which unlocks 20% more points earning (for a total of 12 points per \$1 spent) for a full 3 months after. And if members continue to visit 12 or more times every month, they'll extend their Boosted Status for an additional month. Your visit tracker will reset to 0 at the start of each calendar month, no matter if you are Boosted or not.

What counts as a qualifying visit for Boosted Status?

A qualifying visit for Boosted Status must be at least 60 minutes apart and include the purchase of a points-eligible item. Redeeming a free reward does not count towards your Boosted Status visit count.

Where can I turn points into rewards?

Members can turn their points into rewards via the Dunkin' App by selecting the Choose Rewards button once they have enough points for a reward category.

How do I redeem my rewards in Dunkin' Rewards?

Members can redeem their rewards via the Dunkin' App, either in-store by scanning a reward's QR code at the register or in the app when they apply the reward in their cart before placing their mobile order.

Where can I keep track of my point earnings?

Your points and order history are available both in the Dunkin' App and on your account on DunkinDonuts.com when you are signed in.

Where can I keep track of my rewards?

Your converted rewards will be displayed both in the Dunkin' App and on your account on DunkinDonuts.com when you are signed in.

Which purchases do Dunkin' Rewards members earn points on?

Dunkin' Rewards members earn points on all Dunkin' products purchased at participating locations, except for the following

: the purchase or reload of Dunkin' Gift Cards, Reward Coupon Redemptions, retail merchandise, Keurig Brewers, donations to charity, newspapers, products purchased on shopdunkin.com and other online platforms, and Baskin-Robbins products sold in Dunkin'/Baskin-Robbins® combo locations.

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