

Title: Frequently Asked Questions | FAQs | Dunkin'®

URL: <https://www.dunkindonuts.com/en/about/contact-us/faqs#how-do-i-redeem-my>

Frequently Asked Questions | FAQs |

Dunkin'®

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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'

®

Creamer.

DUNKIN' AT HOME

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

®

.

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?

Sign In! >

Join Now

Join Now

SAY HELLO TO

AMAZING REWARDS

Bring on the Free Food & Drinks!

SIGN UP

SIGN UP

LEARN MORE

LEARN MORE

CONTACT US

Got a question? We have answers.

We are performing maintenance on DunkinDonuts.com Friday, 7/30. Some pages may be unavailable temporarily. We apologize for any inconvenience.

RESTAURANT/

PRODUCTS

DUNKIN'

REWARDS

DUNKIN' CARDS

ADDITIONAL

INQUIRIES

RESTAURANT/ PRODUCT

Restaurant/Product

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Items

Coffee/Beverages

Where can I find Dunkin's nutrition information?

Our full product

nutritional and allergen information

is available in PDF form on the DunkinDonuts.com website.

You can also view an individual product's allergen and ingredient information by exploring our menu

on the DunkinDonuts.com website.

Can I get Cold Brew or Frozen Coffee in Decaf?

Unfortunately, our Cold Brew and Frozen Coffee are not available in Decaf.

Should I store my coffee in the refrigerator or freezer?

We do not recommend keeping our coffee in the refrigerator or freezer. Coffee is similar to baking soda in the way it can absorb moisture and aromas. It is also best if coffee is not exposed to light. We suggest you store your Dunkin' coffee in an airtight, opaque container in a cool, dark place to maintain optimum flavor and freshness.

Guest Satisfaction Survey

NEW Guest Satisfaction Survey - Redemption Rules on DD.com

Thank you for completing our Guest Satisfaction Survey! To claim your free classic donut with the purchase of a medium or larger Dunkin' beverage, bring the coupon or offer code that was provided at the end of the survey to a participating Dunkin' location.

Offer not valid on Mobile App orders. Limit one coupon per customer per visit. Coupon or offer code must be presented at time of order. Good for one free classic donut with the purchase of a medium or larger Dunkin' beverage (excludes cooler beverages). No substitutions allowed. No cash refunds. Void if copied or transferred and where prohibited or restricted by law. Consumer must pay applicable tax. May not be combined with any other coupon, discount, or promotion, and is limited to one-time use.

Coupon may not be reproduced, copied, purchased, traded, or sold. Internet distribution or resale strictly prohibited. Cash redemption value 1/20 of 1 cent. Coupon or offer code expires

14 days

from date of issue. Good at participating U.S. Dunkin' locations only.

Corporate Sponsorships & Donations

Does Dunkin' provide corporate sponsorships or donations?

Dunkin' does not accept unsolicited requests for corporate sponsorships or donations, including product donations. Dunkin' supports a targeted group of non-profit organizations within three focus areas: hunger relief, safety, and children's health. We believe we can make the greatest impact in our communities by focusing our resources on these organizations. Thank you for thinking of Dunkin' and for working to support our communities.

Do local Dunkin' stores provide sponsorships or donations?

If you are seeking sponsorship or a donation from your local Dunkin', it is best to speak directly with the owner. We suggest providing franchise owners at least 3 weeks' notice. Please keep in mind, due to the volume of requests our local franchise owners receive, they cannot honor all requests.

Employment, Vendors, & Franchising

How can I apply to work at a Dunkin'?

We are excited to hear you want to work for Dunkin'. Our restaurants are individually owned and operated. We suggest visiting our

Careers

page or contacting your local restaurant for further information on employment opportunities.

Where do I get information on franchises or franchise opportunities?

Find all the information you need related to franchises and franchise opportunities on our dedicated website:

DunkinFranchising.com

or contact 1-800-777-9983 with specific inquiries.

How do I suggest a site for development?

If you want to suggest a site for development, please email the complete site details, including your contact information, to development_sites@dunkinbrands.com.

If your site meets our current development objectives, one of our Field Executives will contact you directly to discuss next steps.

How can I become a vendor for Dunkin'?

If you are interested in establishing a business relationship with Dunkin', send your written information and contact information via U.S. mail to:

Inspire Brands-Boston Support Center

Attn: Vendor Relations

130 Royall Street

Canton, MA 02021

Your information will be forwarded for review. If we're interested or if additional information is required, someone will contact you. Please note that our internal policies prevent us from giving out directory

information.

Catering

Does Dunkin' offer catering?

We don't currently have a national catering menu, but we recommend contacting your local Dunkin' locations to see if they can support your request. Search for your nearest Dunkin' location [here](#)

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Miscellaneous

How do I get information on Dunkin' for a school project?

Looking for straight A's? Start with DD! Peruse our website for product information or visit DunkinFranchising.com

for information about our franchises.

I have a question that's not listed here. What should I do?

We're impressed! But that doesn't mean we don't have an answer. For any other questions, please email us

DUNKIN' REWARDS

DUNKIN' REWARDS

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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.

Why am I being asked to prove I'm a human (not a bot)?

Dunkin' has partnered with HUMAN security to keep our app and web as safe for our users as possible. This means that occasionally, some users will be presented with a challenge in order to continue their session.

[Learn more](#)

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DUNKIN' CARDS

Dunkin' Cards

[Expand All](#)

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[Items](#)

[About Dunkin' Cards](#)

[How do I get a Dunkin' Card?](#)

You can purchase Dunkin' Cards at any participating Dunkin' location; by enrolling in Dunkin' Rewards

; or in the Dunkin' app. You can also purchase a Dunkin' Card through your existing account if you have a Dunkin' Account or Dunkin' Rewards account.

For additional ways to purchase a Dunkin' Card, visit our

[Get a Dunkin' Card](#)

[page](#).

Note: Dunkin' Cards purchased in the Dunkin' app are virtual cards and usable only from within the Dunkin' App. You will not receive a physical card.

[Can I purchase and/or reload a Dunkin' Card with another Dunkin' Card?](#)

No. Dunkin' Cards can be only be purchased and/or reloaded using cash, credit card, or debit card.

[Are there any fees associated with my Dunkin' Card?](#)

Never! Dunkin' Cards are free to use and you will never be charged a service fee for having a balance.

[Registering a Card & Dunkin' Rewards](#)

[Do I need to register my Dunkin' Card in order to use it?](#)

You do not need to register your Dunkin' Card to use it. However, we encourage you to register your Dunkin' Card

to earn points and to protect your balance in case your card is lost.

Where do I find the 16-digit card number and PIN?

Your 16-digit card number and PIN is located on the back of your physical Dunkin' Cards. Your PIN may be covered by a scratch-off sticker.

Why does the back of my Dunkin' Card have a scratch-off sticker with a number beneath it?

The number beneath the scratch-off sticker is your Personal Identification Number (PIN) or ID Number (ID). You will need this PIN/ID# to check your balance and transaction history, register your card, reload your card, and set up auto-reload on your card at

DunkinDonuts.com

. If your card does not have a PIN/ID# on the back, please contact the Loyalty Support Team at 1-800-447-0013.

Card Balance

How do I check my Dunkin' Card balance?

You can

check your Dunkin' Card balance

on the DunkinDonuts.com website using your Card # and PIN.

You can also check your Dunkin' Card balance by calling (800) 447-0013 and selecting Option 2.

If you are a rewards member, you can check the balance of any registered Dunkin' Cards by signing in to your account in the Dunkin' app or on DunkinDonuts.com. If using the app, sign in and select 'Add/Manage Cards' from the main menu. If using the website, sign in and select 'Check Balance and Funds' from the menu in the top right-hand corner.

My balance doesn't seem to reflect what my receipt says. How can I confirm my current balance?

If your card balance does not update immediately after a transaction, you can manually refresh it. We recommend that you refresh your balance regularly.

On the Dunkin' app, go to the "Add/Manage Cards" tab. Select a card, and tap the refresh button (the pink arrow in a circle) next to your card balance to refresh it.

On

DunkinDonuts.com

, go to the "Check Balance & Funds" tab. Under your card balance, click the refresh button (the pink box with two arrows in a circle).

I have cards with \$0.00 balances. Is there a way to delete my old cards?

You can no longer remove gift cards from your account on

DunkinDonuts.com

. You can, however, remove gift cards with \$0.00 balances from the Dunkin' app. On the Dunkin' app, go to the "Add/Manage Cards" tab. Select a card and then tap "Delete".

Is there a way to combine all my cards to my primary card?

Yes! You can now merge gift card balances through the Dunkin' App and

DunkinDonuts.com

. If you have more than one card on your account, please follow the steps below to merge the balances onto one card:

Mobile App:

Navigate to "Add/Manage Cards."

Scroll to "My Additional Cards," and select the card you want to merge to your primary balance.

Tap "Merge Balance to Primary" and tap "Confirm."

DunkinDonuts.com:

Navigate to the "Transfer Funds" screen.

Click on the drop-down menu below "Transfer to" to select the card to which you want the funds transferred.

Under "Transfer From," select the card from which you would like the balance transferred.

Click "Review," then click "Confirm" to complete the transfer.

Please Note: Once your card is successfully merged, a confirmation will appear on the screen. Any cards that you merge "from" will be unregistered and removed from your account.

Where can I view my order history?

If you are registered in our

Dunkin' Rewards

program, you can view your order history in the Dunkin' App or on our website under transaction history.

Can I receive cash back for the remaining balance on my card?

Dunkin' Card balances cannot be redeemed for cash, check or credit—unless required by law.

Reloading a Dunkin' Card

Once I set up Auto-Reload for my Dunkin' Card, when should I expect the reload to occur?

If you set up a "By Schedule" Auto-Reload, the transaction will usually occur by 12:00 PM ET on the day you set up Auto-Reload. If you set up a "By Balance" Auto-Reload, the transaction will usually occur by 12:00 PM ET on the day after your balance falls below your set minimum.

Why can't I reload my Dunkin' Card?

If you are having trouble reloading your Dunkin' Card, please delete and re-upload the credit or debit card on your account, ensuring that all the information matches what your bank has on file (including name, number, and address). If you continue to receive an error, please note the error number and give us a call at (800) 447-0013, Monday to Friday, 7 a.m. to 7 p.m. ET.

Payments & Billing

What are your accepted forms of payment?

DunkinDonuts.com

currently accepts American Express, Discover, MasterCard, Visa, Apple Pay, and Google Pay.

Is it really safe to use my credit card to order from Dunkin'?

Yes. We use a sophisticated software program (Secure Socket Layer Technology or SSL) that encrypts all information before it's sent to us. If anyone does intercept data, they won't be able to read or use it. In addition, all payment info is stored within your account—never on your device.

Dunkin' is committed to keeping your personal information confidential. For more information, please see our

[Privacy Policy](#)

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Can I store multiple forms of payment to purchase or reload my Dunkin' cards?

Of course! You can manage your cards within your account on [DunkinDonuts.com](#) or in the Dunkin' app. Note: logging in to the app with your Dunkin' account will sync the two.

How do I update my credit card information?

To edit the credit card information on your account, please follow the instructions below:

Mobile App:

Navigate to "My Account" and select "Payment Details."

To add a new credit card, select "Add Credit/Debit Card."

To edit or delete an existing card, select that card and make any changes on the following screen.

[DunkinDonuts.com](#)

Navigate to "Manage Profile" and select "Payment Methods."

Click edit or delete to either modify or remove a card from your account.

To add a new credit card, navigate to "Check Balance & Add Value" screen and click "Add Credit Card."

Lost Cards

What if my Card is lost?

Email us

and we'll freeze your balance, transfer it, and mail it your way. If your card is not registered, you must treat your card like cash. We cannot replace it if it is lost or stolen.

ADDITIONAL INQUIRES

Additional Inquiries

Expand All

Collapse All

Items

Email Us

Send your questions or comments to our Customer Care team. We will ask you to sign in or provide additional information. We'll get back to you as soon as possible. If you have already submitted a survey and requested to be contacted, you do not need to send an email through the Contact Us Page.

Send Your Message

Customer Service

Dunkin' Rewards & Mobile App Questions

If you need help with your Dunkin' Card or have a Dunkin' Rewards related question, you've come to the right place.

Phone:

1-800-447-0013

Mon - Fri: 7AM-7PM EST

Provide Feedback

Have an in-store experience or product feedback you'd like to tell us about? We're all ears.

Phone:

1-800-859-5339

Mon - Fri: 7AM-7PM EST

Mailing Address

Inspire Brands - Boston Support Center

130 Royall Street

Canton MA, 02021

Other Inquiries

Corporate

Learn about one of the world's leading franchisors of quick service restaurants. (That's us!)

Visit Dunkin' Brands

Press Room

Get a taste of all the exciting updates we're rollin' out every month.

Visit Our Press Room

Need Something Else?

Send your questions or comments to our Customer Care team. We'll get back to you as soon as possible.

Send Your Message

MOST POPULAR QUESTIONS

Why am I being asked to prove I'm a human (not a bot)?

How do I check my Dunkin' Card balance?

What counts as a qualifying visit for boosted status?

Where can I turn points into rewards?

How do I redeem my rewards in Dunkin' Rewards?

LEARN MORE ABOUT THE APP

LEARN MORE ABOUT THE APP

Related Links

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Accept

Cancel

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YOU'RE GOING PLACES!

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Right now, you're headed away from DunkinDonuts.com

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Cancel

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Franchising

Contact Us

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