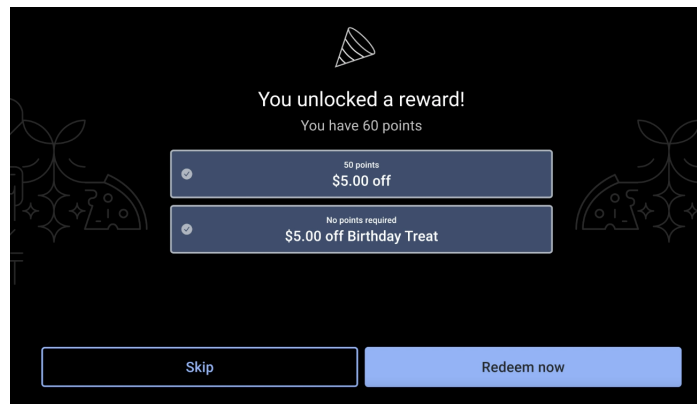




Frequently Asked Questions

- **How do Krush Rewards work?**
 - Once you're a member (simply provide your phone number at checkout), you will earn 1 point for every \$1 dollar you spend. Once you earn 80 points, you'll receive an \$8 reward to use on your *next* purchase!
 - Earn points automatically when you order through your account at www.organickrush.com or provide your phone number when placing an order in-store at checkout. You will also receive a \$3 off discount to use during your birthday month, exclusive offers, first looks and more!
- **What are the other benefits of being a Krush Rewards member?**
 - Your past orders and preferred payment information will be saved on your account for a seamless ordering process, every time.
 - Get notified when there are exclusive promotions running, like extra rewards, special perks or exclusive discounts
 - Access to loyalty exclusive menu items and events
- **Count me in! How do I sign up?**
 - Sign up for a loyalty account at www.organickrush.com/rewards OR during checkout at your next visit in-store or online by providing your phone number. We're so happy to have you!
 - If you are an existing loyalty member, your account has already been registered on our new platform and you can check your points and rewards by visiting that rewards webpage!
- **I already have an Organic Krush loyalty account. Can I use the same account for the new Krush Rewards?**
 - Yes, your account information has been automatically loaded into our new rewards system and is ready for continued use. Be sure to provide your phone number at checkout to earn points for your purchases! Thanks for being part of the loyal Krush community!

- **I had rewards and/or points leftover on my account when the switch was made. Where did my points go?**
 - Our team has converted your points and rewards into our new loyalty program structure!
- **How do I apply my \$8 reward to my purchase?**
 - Simply click “apply reward” next to the reward you would like to use at checkout, and the discount will be deducted from your total. (Or save the reward for another visit! You choose!)



- **Do rewards expire?**
 - Your \$3 birthday discount will expire at the end of your birthday month. The \$8 loyalty rewards will not expire, but we recommend using them as you earn them on your favorite Krush menu items! (You can redeem multiple rewards during one visit, up to \$16 in rewards per transaction.)
- **Do all Organic Krush purchases count towards my rewards?**
 - You can earn points on all purchases except the purchase of gift cards and retail items. (Retail items are non-Organic Krush branded items, including but not limited to packaged snacks and canned beverages.)
- **Do I earn points for delivery fees when I order delivery on OrganicKrush.com or do I earn points when I order from third-party ordering platforms (like DoorDash, GrubHub, UberEATS?)**
 - No, delivery fees, taxes and tips do not count towards your rewards, and neither do purchases made on third-party ordering platforms. To earn rewards, order delivery, takeout, or order ahead for in-restaurant dining directly through our website (www.organickrush.com) or order in-person at any Organic Krush restaurant.
- **Will I earn points if I pay with a gift card?**
 - Yes!

- **How can I check how many points I have?**
 - Members can check their available points and rewards by visit www.organickrush.com/rewards
- **Can Krush Rewards be earned and redeemed at all locations?**
 - Yes, you can earn and redeem points at any Krush location.
- **I have a \$3 birthday discount and/or also have a discount or promotional code. Can I use it in combination with my \$8 reward when checking out? Meaning, can I redeem multiple loyalty rewards on the same order?**
 - Yes, you can redeem and use multiple rewards on the same order **up to \$16.**
- **If I am using a discount code at checkout, will I earn points for my order total before or after the discount?**
 - You will earn points on the order *after* the discount is applied. For example, if you spent \$100 and have a 10% discount code, you will earn points on \$90 you spent.
- **How does the \$3 off birthday discount work?**
 - When signing up for Krush Rewards, make sure to let us know your birthday by completing your profile in the Digital Loyalty Card link that was texted to you after sign-up or last purchase. On the first day of your birthday month you will receive an email notifying you that your birthday reward is available to use in your account. This birthday reward will expire at the end of your birthday month. You'll see this \$3 off discount automatically applied to your in-store purchase during your birthday month!
- **I just placed an \$80 order (or more). Can I use my \$8 reward now?**
 - Points and rewards hit your account *after* you check out, so you will be able to use your rewards on your *next order!*
- **What if I make a large purchase, how will my points accrue and when will my reward be available to redeem?**
 - Let's look at an example! If you spend \$280 in one transaction, that will turn into \$8 x 3 rewards and 40 points. The next time you visit, you can redeem up to \$16 in rewards. The remaining \$8 reward will have to be used for the 3rd visit. The 40 points will sit in your account until you earn more points.