



# F.A.Q.S

## Do I need to be a Metcalfe's Rewards member to receive sale prices?

No. Sale prices featured in our weekly ad are available to all shoppers.

## How do I join?

Enter your phone number at the Metcalfe's Rewards terminal the next time you're shopping at Metcalfe's. You'll find terminals at each register lane, customer service and in our cafés.

## What can I earn points on?

All of your in-store purchases except for tobacco, lottery, gift cards and services!

## How do I check my points balance?

You can see your updated points balance on the Rewards Terminal at any check lane, customer service or café when you are completing an order at Metcalfe's.

## How do digital punch cards work?

- CAFÉ: Buy 10 beverages, get 11th Free (any beverage, max value of free=\$6)
- BOAR'S HEAD HOT SANDWICHES & BREAKFAST SANDWICHES: Buy 10 sandwiches (any combo), get 11th Free (max value of free=\$6)
- DONUTS: Buy 6 dozen, get 7th dozen free (max value of free=\$10.98)

Your free item will be credited to you at the time of purchase of the 11th (café or sandwich) or 7th item (dozen donuts).

## How can I use my points?

When you reach 100 points, you may begin to redeem points for \$1 off. You may also accumulate your points beyond 100 and redeem them later for even bigger savings. Rewards can be redeemed at \$1 off, \$2 off, \$5 off or \$10 off. You can redeem multiple rewards in one shopping order.

## Is there a limit to how many points I can earn? No!

## Do my points ever expire?

Your points will expire after 12 months of non-use at any Metcalfe's Market location.

## What if I don't have a mobile phone or an email?

A mobile phone number is not required to join Metcalfe's Rewards, you can use a land line instead. Email is not required to sign up for Metcalfe's Rewards.

## What types of purchases will earn points?

You will earn 1 point for every \$1 you spend. This excludes tobacco, lottery, services and gift cards.

## I didn't provide my phone number at checkout, but I have the receipt. Can I still get points?

You must enter your phone number at checkout in order to receive points for your purchase.

## How do I merge two phone numbers together into one account? I want me and my partner to share the same points balance.

Visit our Customer Service Desk and provide them with your phone numbers and they can connect your accounts.