

# FREQUENTLY ASKED QUESTIONS

## ANSWERS TO POSSIBLY ALL YOUR QUESTIONS ABOUT BREWINGZ REWARDZ

### Q: What is BreWingZ ReWardZ and what are the benefits?

The BreWingZ ReWardZ program rewards customers who frequently visit BreWingZ by allowing them to accrue points, which can later be used as credit towards gifts. There are many benefits for you when you sign up for BreWingZ ReWardZ, including:

- For every \$1 you spend at BreWingZ you will receive 7 points. We offer a variety of gifts valued within a range of points that can be redeemed once a member has accrued the amount of points for that particular gift.
- Complete your profile to take advantage of other benefits, such as 500 points for your birthday
- Special member offers and updates. We will regularly send communications with member-only offers, as well as updates to what is showing and coming up at BreWingZ

### Q. How do I become a member of BreWingZ ReWardZ?

The easiest way to become a member is to sign-up when you visit one of our venues. Simply let your server or cashier know you would like to become a member, provide your phone number, and you can start accruing points when you visit any BreWingZ

- Please note that points will can not be redeemed until you have activated your account online [brewingz.com/rewards](http://brewingz.com/rewards)

You can also sign up online at [brewingz.com/rewards](http://brewingz.com/rewards)

### Q. How do I earn BreWingZ ReWardZ points

Simply let your server know you are a BreWingZ ReWardZ member and provide your telephone number at the beginning of your visit. Providing your phone number at the beginning of the visit assures you will accrue your points for that visit. If ordering online or by phone, simply provide your telephone number, as your phone number will be associated to your BreWingz Rewardz account

If you are ordering BreWingz through a third party delivery service, please add “BreWingz Rewardz” from the menu to your cart and provide your phone number in the notes so that our team can apply these points.

- BreWingZ ReWardZ members can not earn points from gift card sales

### Q. I forgot to mention I was a BreWingZ ReWardZ member during my visit, can I still get my points?

If you did not provide your phone number to earn points during your visit, you will need to email your check number, date, and amount of the check to [brewingzrewardz@brewingz.com](mailto:brewingzrewardz@brewingz.com). Points will be added within 21 business days.

### Q. Can I use my BreWingZ ReWardZ points at all BreWingZ locations?

Yes. All BreWingZ locations allow you to accrue and redeem points on every transaction.

### **Q. How do I redeem my Brewingz Rewardz points?**

To redeem points you have accrued through BreWingZ ReWardZ, simply log in to your account, find the qualified gift you wish to redeem, and click “Get It!” button. Once the button is clicked, you will be sent a text with a redemption code. Provide your server or cashier with the redemption code and they will immediately apply it to your bill. Then, enjoy your gift!

- You will need to use your code that day, as our team only accepts texts sent the same day. So please do not redeem, until you are ready to use.
- Merchandise redeemed as gifts will be mailed within 21 business days.

### **Q. How long after signing-up for BreWingZ ReWardZ can I start to redeem points?**

Points will be available the next business day following your visit.

### **Q. How do I check my points balance?**

To check your points balance please sign-in to your at [brewingz.com/rewards](https://brewingz.com/rewards). Sign in using your phone number and password.

### **Q. Do my points expire?**

The points you accrue do not expire as long as you are an active BreWingZ ReWardZ member. After 36 months of inactivity, unused points may be cancelled at the discretion of the BreWingZ. Points will automatically expire if a BreWingZ ReWardZ member voluntarily ends their membership. Points are non-transferable.

### **Q. What if my details have changed, how do I update them?**

You may update your details at any time after signing-in to your profile and choosing UPDATE INFO.

### **Q. I am not receiving regular emails, texts and special offers from BreWingZ ReWardZ. What should I do?**

Please ensure that you have checked your spam mail folder. You will need to mark our emails as ‘safe’, to make sure they aren’t deemed spam.

If you are not receiving texts, please check your settings on your phone so that you are set up to receive marketing text messages

If you still have concerns, please email [brewingzrewardz@brewingz.com](mailto:brewingzrewardz@brewingz.com) and we will assist you further.

### **Q. How do I know my details will be kept safe?**

BreWingZ ReWardZ uses a secure website and service to store your personal data. We will never sell any personal contact information for use by a third party, in compliance with the National Privacy Act and relevant Anti-Spam Act. If you feel someone has accessed your information other than yourself, please contact [brewingzrewardz@brewingz.com](mailto:brewingzrewardz@brewingz.com) with details.