FAQ's

What is happening to the previous loyalty programs?

The previous loyalty program is going away as we have launched the new app. We've included some common questions for you below. You can always reach out to us at **feedback@barrybagels.com** with any additional questions or concerns.

Will I keep my previous loyalty points?

Everyone is starting fresh! All who activate their old account in our new system will be given 1000 points to start, as we can't import rewards from the old system. That means that after you spend $10 or more, you will receive a $5 coupon to be redeemed at a future visit of your choice!

How do I activate my account in the new system?

Each registered guest with an email from the old system should have received an email that will prompt them to reset their password to sign into their new loyalty account. They will need to download the new **Barry Bagels App** (available in the App store for iPhone or Google Play for Android phones) or login via the web ordering page. This is accessible by clicking on online ordering from our **Barry Bagels Website** or typing this URL in to any browser -> **https://order.incentivio.com/c/BarryBagels**

Step 1: Download the **Barry Bagels** New App

Step 2: Click "sign-in", enter the email address from your old account and click "forgot password" to reset your password.

Step 3: Receive and open the email to create a new password.

What if I have a new email address and I can't receive and open the email that you sent because that address is no longer accessible?

Please reach out to us at feedback@barrybagels.com with your full name, email, and phone number registered under your previous account, tell us the NEW email address and or phone number that you want to update your account to, and we'll go in and change it, and notify you that your account has been updated and that you can then click on "forgot password" to receive an email for a password reset.

POINTS

How are points calculated?
You are awarded **ten (10) points for every dollar you spend**, excluding gift card purchases. Catering orders also accrue points towards rewards!

How do I earn loyalty points?
- **In-Store purchase:** You can earn points by scanning your mobile app at the register. Tell the cashier that you are a loyalty customer and you want to get your points. Click 'Scan Card' on your app. Hold it up to the scanner. If you don't have the app, give the cashier your phone number and they will look it up and apply your points.
- **In-App purchase:** There is no action needed. Points will be automatically added into your account
- **Web Browser Online Order:** Be sure to login to the online order platform by clicking the login button in the upper right corner and entering your email and password.


Please note that you will not receive points for tax, tip, discounts, applicable fees, or gift card purchases.

When do I get my points?
Points can take 24 hours to be added to your account. If you still do not see your points after 24 hours, please email us at <mark>feedback@barrybagels.com</mark> or the store you purchased from.

How do I check my points balance?
You can track your current points balance by clicking the loyalty button on the app or by logging into the online order site and clicking the my account button in the upper right and choose Loyalty.
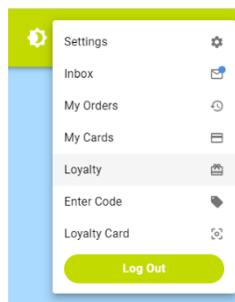
Can I earn points for purchases made through a third-party courier?
Purchases made through third-party ordering apps or websites (DoorDash, UberEats, Grubhub, etc.) do not count toward reward progress.

You will only earn points for orders placed directly on the app, on online ordering or in one of our store locations. We do offer delivery in our app as well (Sylvania only, other locations coming soon) and you will earn points for those transactions.

Can points be added if I forgot to scan my rewards card?
We are sorry, but if you haven't created/activated an account, you can't add points in later. But, all new accounts will start with 1000 points, so make sure to sign up as soon as

possible so your next trip in or online order will accrue points!

REWARDS

Do rewards expire?
Points never expire and rewards can be "banked" and applied on a future purchase. The entire amount of the reward does need to be applied against one purchase. So for example, if you have a $5 off reward, the entire $5 must come off on the same ticket. You can't apply $2.50 now and $2.50 later.

How can I redeem a reward?
- **In-Store:** To redeem rewards, go to the "Rewards" screen and select "Rewards Card". Present your phone to the associate to scan or give the cashier your phone number.
- **In-App**: To redeem rewards, proceed to checkout and click "Apply Rewards" button in the checkout screen. Select the offer you would like to use and it will be applied to your order.

Can I redeem multiple rewards in an order?
Only one reward can be redeemed per order.

How do I view my rewards history?
You can view reward history by going to the "loyalty" screen in the app. To the right of your point balance click the view details button. This will show a complete list of all rewards earned and redeemed.

When do I get my rewards? Can I earn rewards and use them in the same order?
Rewards are credited to your account post-purchase. If your order has enough points for you to earn a reward, that reward will be available for use on your next order. Please note that rewards may take 24 hours to be added to your account.

PAST ORDERS

Can I see my previous orders and order them again?
Any order purchased on the app or online while logged in can be viewed and re-ordered. On the app if you click the Past Orders button you can view your previous history. If you click the down arrow on an order there is a re-order button to press and add the items to the cart.