

# 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 and BreWingZ on the Fly, 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 and BreWingZ on the Fly, 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.
- 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 and BreWingZ on the Fly.

### 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 we'll provide your BreWingZ ReWardZ Card the same day and you can start accruing points when you visit any BreWingZ or BreWingZ on the Fly location.

- Please note that points will can not be redeemed until you have activated your account online

You can also sign up online at [brewingz.com/rewards](http://brewingz.com/rewards), and pick up your cards at any BreWingZ or BreWingZ on the Fly location on your next visit.

### Q. How do I use my BreWingZ ReWardZ card?

To use your BreWingZ ReWardZ Card, simply present your card to your server or cashier at the beginning of your visit. Providing the card 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 with your BreWingZ ReWardZ card.

- BreWingZ ReWardZ members can not earn points from gift card sales
- BreWingZ ReWardZ members can not earn points through a third party delivery service.

### Q. What if I forgot my card during my visit, can I still get my points?

Yes! Your card is linked to your telephone number. Simply let your server know you are a BreWingZ ReWardZ member and provide your telephone number at the beginning of your visit.

### 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 card or 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. What if I have lost my card?

We can replace your card at any of the BreWingZ or BreWingZ on the Fly locations. If multiple card replacements need to be performed on one account, a small fee will be charged before proceeding.

**Q. Can I use my BreWingZ ReWardZ Card at all BreWingZ and BreWingZ on the Fly locations?**

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

**Q. How do I redeem points on my BreWingZ ReWardZ Card?**

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!

- 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](http://brewingz.com/rewards). Sign-in using your phone number and password. You may also ask your server when visiting any BreWingZ or BreWingZ on the Fly location and they will be able to provide you with your points update.

**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 and BreWingZ on the Fly. 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 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 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.