

## **Mugs N Jugs REWARD CARD TERMS:**

If you're a frequent guest of Mugs N Jugs or someone who loves to be rewarded for your loyalty, then you'll love our new-and-improved loyalty "REWARD CARD" program.

### **Why did Mugs N Jugs change its Lunch program to REWARD program?**

To give you our most loyal guest, the easiest & quickest way to earn points & redeem rewards. Now you can use your REWARD card 7 days a week from open to close which gives you more points to earn.

### **Can I keep my existing Mugs N Jugs lunch Card?**

Yes, you may use your Lunch card till you receive your free lunch. Once you received your free Lunch your card will be replaced with our new Reward card.

### **I'm having trouble with my points and rewards...what should I do?**

Email [manager@mugstogo.com](mailto:manager@mugstogo.com), include your Reward Card # and your first and last name. We will be in touch quickly to answer your questions and resolve your issue.

### **How do I earn REWARDS POINTS?**

Earn 1 point for every \$1 pre-tax/pre-tip dollar you spend at Mugs N Jugs location. Hand your card to your Server or Bartender each time you visit, and let her know you want to earn Reward points. Each time your card is swiped, you accrue points. When you reach 50 points, you earn a REWARD which comes in the form of a \$5.00 in Credit Value...stored right on your card. Your final receipt will show the points and rewards earned on that visit and your overall account status. REWARDS \$\$ can be redeemed on your next visit.

### **I should have 60points and now I have 10...where did my 50 points go?**

When a REWARD is earned your point total re-sets to zero and you begin the climb back up to 50 points and another REWARD. Your receipt will never show account points over 49 points. Carry over points do apply to the next reward so you won't lose credit for your visits.

### **How do I redeem my REWARDS?**

Inform Mugs Server or Bartender you wish to use your REWARD \$\$ (or Gift Card Value) to pay for all or a portion of your check. Only upon request will we apply your REWARDS \$\$ to tender your check.

**Use my REWARD on my next visit, or may I save them up?**

However, all \$5 Rewards, when earned, may be used fully or in part. You can save your Rewards and use them for a larger future purchase if you choose. Maximum REWARD \$\$ you can save is \$ 50.00.

**Do I really need my card?**

Although your card is not required to earn points, for security reasons we ask that you must have it for REWARD Redemptions.

**Can I earn and redeem at all Mugs N Mugs N Jugs- Locations?**

No, for now you can only earn Rewards from the location the card is issued, however from time to time; special promotions may be available to all locations.

**How do I get a replacement card for a lost Mugs N Jugs Reward Card?**

Mugs N Jugs Managers will be happy to assist or you can email [manager@mugstogo.com](mailto:manager@mugstogo.com).

**If I move or change my email address how do I update my account?**

Visit [www.mugstogo.com](http://www.mugstogo.com) and click on Reward Card Sign in to your existing account, click "Edit Profile". Make any changes necessary & Save.

**I don't see any of my points or rewards online, where are they?**

Email [manager@mugstogo.com](mailto:manager@mugstogo.com) and we will be happy to help.

**Why do I need to sign up on-line? What if I don't have a computer?**

The simple answer...Accuracy! Rarely does a person misspell their own name. If you don't have regular access to a computer, you will find libraries; internet cafes and smart phones are great resources.

**Will Mugs N Jugs share my email address?**

NO! We do not sell or share your email with any third party. You are our guests and your privacy will always be protected. See our privacy statement on line at [www.mugstogo.com](http://www.mugstogo.com). You may also Opt out of emails from Mugs N Jugs if you choose, however keep in mind that email is our method of contact to our members regarding special events, new location openings, promotions etc.

Check online.

Update your account & check reward balances online, ANYTIME!

**Get Your Card • Earn Points • Receive Rewards • Become mugs Insider Today**