

# REWARDS PROGRAM FAQ

## I already receive emails from Poor Boy's, do I still need to join?

No, we have activated our entire customer list. If you choose to opt out, please inform us.

## Do you really need my phone number?

Yes, we use your telephone number to create your Rewards account. We won't call you. Be assured we will never share your private information with anyone.

## May I join without providing an email address?

Yes, but keep in mind most of our communication is done by email. Without your email address, we won't be able to tell you about our exclusive offers! You can opt out of our emails at any time and still earn points. Again, we will never share your email address.

## Will I get notice of every sale and promotion?

You'll be the first to know about our biggest and best sales – the ones we know you'll love. This way you can be sure to get to the store early for the best selection!

## How do I earn Rewards Points?

Rewards Points are earned whenever you make a purchase at Poor Boy's Garden Center. You'll earn 1 point for every dollar you spend (on participating items). Points are earned on all purchases, though exclusions apply (refer to *Some Fine Print* section).

## How do I redeem Rewards Points?

Rewards Points can be redeemed when you are making a purchase at Poor Boy's Garden Center. **Sorry, the Ravens/O's store is not part of this program.** Once you reach 250 points, you will be notified at your next purchase. There is a 10-day activation period for issued points, therefore Rewards Points cannot be used at the time of purchase or for previous purchases. Rewards Points may not be redeemed for cash, used towards sales tax or shared with other members.

## How do I know how many Rewards Points I've earned?

You may ask a cashier or look on your receipt after your purchase. Note: Rewards Points earned that day may not be reflected in the balance on your receipt.

## How soon after earning a reward can I use the Rewards Points?

Once the 10-day activation period has lapsed, you are free to use your Rewards Points. Please remember, Rewards Points cannot be used for any previous purchases.

## Do points expire?

Reward points **never expire**. Whatever points you have earned and not yet redeemed will be rolled over to the next year until you reach the 250 points. If your account goes without activity for 12 months, your membership will be revoked.

## If I forget my card, can I still earn or redeem points?

Yes because **there is no card!** The cashier can look up your account with the phone number you supplied when you signed up. However, in order to earn points you must inform the cashier that you're a Rewards Program member at the beginning of the transaction.

## Can I earn points for previous purchases?

Unfortunately, no. But you can sign up in the store and earn points for purchases you make the same day.

## How can I provide feedback about the Rewards Program?

Email us at [info@poor-boys.biz](mailto:info@poor-boys.biz). We would love to hear from you!

