

Brown Bag Rewards FAQ

How can I see my Brown Bag Rewards loyalty status and progress?

To view your progress and status, navigate to your account on the Brown Bag website or mobile app and select “Loyalty” from the drop-down menu. This will show you the number of eligible orders you have placed in the current month, as well as how many more orders are needed to earn Brown Bag Gold through the 10th of the following month.

How can I see my earned rewards?

To view your rewards, navigate to your account on the Brown Bag website or mobile app and select “Rewards” from the drop-down menu. All rewards will show on this page, along with their expiration dates. Note that rewards earned from a prior month’s Brown Bag Gold status that are still eligible for use will show on the “Rewards” page but may not show on the “Loyalty” page.

Why did my order not count toward my Brown Bag Rewards progress or not allow my Brown Bag Gold reward to be applied?

To count toward loyalty progress and/or be eligible for the Brown Bag Gold reward to be applied, orders must:

- Total \$9 after any discounts or rewards are applied and before any taxes, surcharges or gratuities
- Be associated with your account (ensure you are logged into your account when placing an online or app order or that you have scanned your loyalty QR code at the register when placing an in-store order)

Additionally, a Brown Bag Gold reward may only be applied once per day.

I see multiple Brown Bag Gold rewards available in my account. Which one should I use and can I use both on an order?

If you earn Brown Bag Gold in a particular month, and then re-earn Brown Bag Gold in the following month, prior to the expiration of your initial Brown Bag Gold reward, you will have multiple eligible Brown Bag Gold rewards in your account. Because these rewards are reusable, it does not matter which one you use, nor will it affect any loyalty progress. However, only one Brown Bag Gold reward can be used per order.

I did not scan my loyalty QR code on a recent in-store transaction. Am I able to have my account linked to this order so that I can get credit toward my loyalty progress?

Unfortunately, we are not able to link orders to a loyalty account after the transaction has occurred.

Am I able to use my Brown Bag Gold reward in conjunction with other discounts, deals or offers?

For online or app orders, certain discounts, deals or offers will allow combination with Brown Bag Gold use. Terms vary by promotion and will be listed on the Brown Bag website and app. In-store discounts can be used in combination with a Brown Bag Gold reward.

How long does it take for my account to update and credit my loyalty status after an order?

Please allow up to 15 minutes for your account to update after your transaction closes. Online and app orders placed for a future time or date close at the selected pick-up or delivery time.