

## **ALCO Rewards Program FAQ**

*Can the cashier look up my ALCO Rewards number if I don't have my card?*

- Yes. If you provided a current phone number with area code on your application, your cashier can look up your account using this number.

*How long does it take for points to post to my account?*

- Points post to your account at midnight following your transaction. So even if you have multiple transactions in one day, your balance will not reflect the difference until the following day.

*How do I check my balance online?*

- At this time online balance inquiry is not available for ALCO Rewards accounts.

*Can I earn ALCO Rewards points for a layaway?*

- Yes. Just provide your ALCO Rewards number when you put the item on layaway. Your points will be awarded to your account all at once, when the layaway has been completely paid off.

*I don't see a "coupon" on any of my receipts. Did I miss something?*

- Your ALCO Rewards coupon may not fit the typical description of a coupon, in that it has no bar code. Look for copy on the bottom of your receipt that says, "You have earned \$X.XX off your next purchase. Bring this receipt with you to redeem at the register."
- This printed receipt is the only record of your coupon earnings, and must be rendered to the cashier upon use.
- Coupons may print on any transaction, including return receipts and layaway installments. Always check every receipt that involves your ALCO Rewards account.

*Is there another way to get my ALCO Rewards coupons?*

- ALCO Rewards coupons are only available via printed register receipt.

*Do I have to use my ALCO Rewards coupon all at once, or can I split it between purchases?*

- You must redeem the entire value of your ALCO Rewards coupon in one transaction.

*Can I use more than one ALCO Rewards coupon for a single transaction?*

- You can combine multiple ALCO Rewards coupons toward a single purchase. ALCO Rewards coupons can also be used in conjunction with manufacturers' coupons that are deemed acceptable under ALCO Store's [Coupon Policy](#).

*Do ALCO Rewards coupons ever expire?*

- ALCO Rewards coupons expire one year after the date on the receipt.

*I just used a Rewards coupon, but I don't see it on my receipt. Did I get my discount?*

- When you use a Rewards coupon, your discount is divided evenly between the total number of items in your transaction. So instead of seeing the full coupon amount being deducted from your total, you will see several smaller deductions, one from each item that you purchased.

*What if I don't have email? Can I still get the exclusive coupons?*

- "Members Only" exclusive coupons and discounts are only available via email.

*How do I add my email address to my ALCO Rewards card?*

- Contact ALCO using the Customer Support interface at [www.alcostores.com/contact](http://www.alcostores.com/contact), provide your Rewards card number and your current email address, and select "Yes" to opt in to special promotions.

*How do I update the information on my ALCO Rewards card?*

- Contact ALCO Customer Support by calling 1-800-344-ALCO, or use the online Customer Support interface at [www.alcostores.com/contact](http://www.alcostores.com/contact) to let us know what you'd like changed. Be sure to supply your Rewards card number, along with the correct information for your account.

*I lost my Rewards card. How do I replace it?*

- While we are not able to provide you a new set of cards with the identical number you were using before, you can apply for a new set of cards at your local ALCO store.
- Let the cashier know that you are replacing a lost card, and provide him/her with the number of your previous card so that we can transfer any point balance from the old card to the new card.

*I have multiple Rewards card numbers. Can I consolidate my balance onto one card?*

- Yes. Ask your local store manager for assistance, or contact ALCO Customer Support by phone at 1-800-334-ALCO, or using our online interface at [www.alcostores.com/contact](http://www.alcostores.com/contact). You will be asked which card number you want to continue using, and which number(s) you want to inactivate. Points will be transferred from the inactivated cards to the selected active account.

*I forgot to use my Rewards card. Is there a way to have my points added on after I've left the store?*

- In select cases, ALCO will add points retroactively to a Rewards card. If your purchase was made within the past 30 days, and the pre-tax subtotal was for \$50 or more, contact Customer Support at 1-800-334-ALCO. You will be asked to provide the transaction code from your receipt (located just above the bar code), along with the date of the transaction, the store location, and the pre-tax subtotal amount.
- ALCO reserves the right, at its sole discretion, to refuse the retroactive addition of points to any account.

*I lost my Rewards coupon. How do I get it replaced?*

- All coupons are the responsibility of the customer to keep, track and redeem. Coupons that are lost or destroyed may not be replaced.

*My receipt shows that I have a negative point balance. Why is that?*

- If you returned any item for which you had earned Rewards, those points will be subtracted from your balance if the item is returned. In some cases, this may result in a negative point balance. This will correct itself as you build up your balance, and does not result in the loss of any coupons.

*If I purchase an item using a coupon that I earned with my Rewards, and later I return that item, will my coupon be returned for me to use on another item?*

- No. You will be refunded the cash amount that you paid for the item you are returning, minus the value of the coupon. If you wish to conduct an even exchange (exchange one item for another of identical value), you may receive the item for the same discounted amount as that of your previous purchase.
- Coupons and points cannot be exchanged for cash.

*How do I cancel my membership in the ALCO Rewards Program?*

- If at any time you wish to discontinue your participation in the ALCO Rewards Program, you may return your cards to your local ALCO Store, or contact ALCO at 1-800-334-ALCO to request that your cards be inactivated. Once a card has been inactivated, it can no longer be used to earn Rewards.