FAQs

- **How do I redeem my Chops (points)?**
  On the Chops app home screen, click "Choose Rewards." At the top of the screen, you will see your "Earned Total Chops." All rewards below the "Earned Total Chops" balance will show the Total Chops (points) required to redeem the reward and will show as available to redeem with a blue box under the reward. Click on that blue box to redeem that reward.

- **How do I use my rewards?**
  On the app home screen, check to see which rewards you have available to use under "My Balance." Next, make sure to add your desired menu item(s) to your basket and then select "Apply Rewards" at Checkout and choose the reward that you would like to apply to the order.

- **Why can't I use more than one reward on a single order?**
  Unfortunately, our app provider and online ordering interface do not allow for multiple rewards to be used on a single order. However, you can use multiple rewards on in-Shop transactions.

- **I chose a reward using Total Chops and don't see the reward under 'My Balance' or at checkout under 'Apply Rewards'. Why is my reward not readily available to redeem?**
  When you choose a reward, the reward should be available instantly, but at times it could take up to five minutes for it to appear in the app. You can also try to refresh your app. If after five minutes, the reward is still not visible in the app, please contact us at info@chopshop.com.

- **Why did my Chops disappear?**
  You're a ChopStar! It's likely that your Chops earned on your last order took you over 400 total Chops which means your Chops converted automatically into $20 to spend however and whenever you'd like. The $20 in rewards does not have to be used all at once but the reward does expire after 60 days.

  Chops also expire after one year if you have had no purchases in the prior twelve months.

- **Where can I find nutritional info?**
  You can find "Nutritionals" in-app under the drop-down menu on the left-hand side of the screen or online, in the bottom menu.

FAQ

- **Do I get Chops when I check out on the website as a guest?**
  No, you do not receive Chops when you check out as a guest. If you save your receipt and sign up for loyalty within a week, we will honor your Chops. Just visit originalchopshop.com/missing-points/ on the contact us page and fill out the "Missing Chops Loyalty Credit Form."

- **What do I do if I forgot to use my loyalty number on my purchase?**
  Go to originalchopshop.com/missing-points/ on the contact us page and fill out the "Missing Chops Loyalty Credit Form." You have one week from the purchase date to send in your receipt to get your Chops.

- **I opted to sign up for loyalty at the kiosk, received a text and created an account. Did I receive Chops for my order?**
  Unfortunately, you did not earn Chops on this order. To receive your Chops, visit originalchopshop.com/missing-points/ on the contact us page and fill out the "Missing Chops Loyalty Credit Form. You have one week from purchase to send in your receipt to get your Chops. On your next visit, scan your app or enter your phone number at the register or kiosk to earn your Chops!

- **Do my rewards expire?**
  Yes, once you've selected a reward using your Earned Total Chops, your reward expires after 60 days.

- **Why don't you have an instructions/comment field?**
  We currently do not have a comment field on our online ordering system to ensure that all orders are processed efficiently and accurately. This helps us minimize errors and ensure that your order is prepared exactly as specified. If you have specific requests or dietary needs, please contact the Shop directly after placing your order. And if you would like to suggest modifications or changes to the app, please contact us at info@chopshop.com - our team will review your request and do their best to accommodate in future app updates.

- **What do I do if I have any question not listed above?**
  Please email us at info@chopshopco.com