

## **FAT BASTARD BURRITO APP – FREQUENTLY ASKED QUESTIONS**

### **How do I log in with my loyalty account:**

Download the Fat Bastard Burrito app

Select Sign In

If you do not remember your password, select “Forgot Password” to reset your password

### **How do I earn points?**

Earn 10 points for every \$1 spent

In-store:

Sign into your account and scan your QR code at the cash register (QR code can be found under ‘scan’ in the app) or provide the phone number you registered with to the cashier

Online:

Place an order online through the app

Points are earned after the transaction is completed.

### **How do I redeem points?**

Select “Reward Options” to see what items you have earned

In-store:

Click the “scan” button, scan the code, and let the cashier know which reward you would like to redeem.

Online:

Click on “Use Rewards” in your shopping cart and choose which reward to redeem.

### **Do my points expire?**

No, Fat Bastard Burrito loyalty points never expire

### **When will my free reward & birthday reward show up in my loyalty account?**

Loyalty account transactions are updated nightly. All new rewards will be added to your account the next day.

### **Can I earn points for delivery?**

Yes you can earn points for delivery if the order is placed through the Fat Bastard Burrito Canada app. Unfortunately, points cannot be earned on third-party delivery services.

### **Who do I contact with questions or concerns?**

For issues or inquiries, please contact [apporders@fatbastardburrito.ca](mailto:apporders@fatbastardburrito.ca)

Our team will be in touch with you within 72 hours.