



# LOYALTY PROGRAM FAQs

## WHAT IS THE LOYALTY PROGRAM?

It is a rewards system where you can accumulate gifts after purchases.

## HOW DO I SIGN UP?

We can sign you up in-store with your phone number and you will get a text message to register. You can also sign up on our website or on our APP! visit: <https://janua.como.com/ssr-modules/reg/9119>

## OR SCAN ME WITH YOUR PHONE!



## HOW MUCH DO I NEED TO SPEND TO GET A GIFT?

You can find out which gifts are available when you download the app or sign up for the loyalty program.

\$25	FOUNTAIN DRINK
\$50	ANY DESSERT
\$100	REGULAR SIZE SIDE. REGULAR OR PREMIUM
\$200	LARGE SIZE SIDE. REGULAR OR PREMIUM
\$300	1/4 CHICKEN MEAL OR VEGGIE PLATE
\$400	ARROZ CHAUFÁ
\$600	WHOLE CHICKEN MEAL

## WHERE CAN I VIEW MY GIFTS AVAILABLE?

You can view your gifts available in your APP, or you can go to our website and log in to your profile. We can also check gifts available in the store.

<https://alpaca.comosense.com/#/>

## ARE ANY ITEMS EXCLUDED FROM ACCUMULATING GIFTS?

Yes- Catering orders and alcohol purchases.

## DO I ACCUMULATE GIFTS WHEN I MAKE A PURCHASE WITH A GIFT CARD?

No, the person who purchased the gift card has already accumulated the gifts.

## CAN I ACCUMULATE GIFTS WHEN I ORDER THROUGH ANY 3RD PARTIES?

No. Gifts can only be earned on orders placed through the Alpaca APP or our Alpaca online ordering platform.




## WHEN DOES MY GIFT EXPIRE?

Gifts expire after 60 days.


HOW DO I REDEEM MY GIFTS?

- Step 1: Check which gifts you have available
- Step 2: Make sure that the menu item (gift) is in your cart
- Step 3: After creating your cart, select checkout (NOT redeem code)
- Step 4: On next page, select "add gifts" and select the gift you would like to redeem.


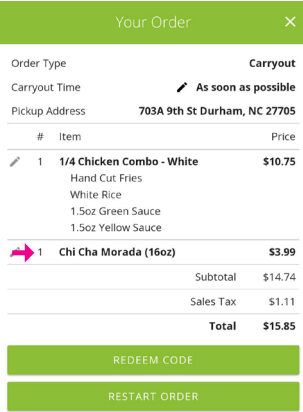
Step 1A



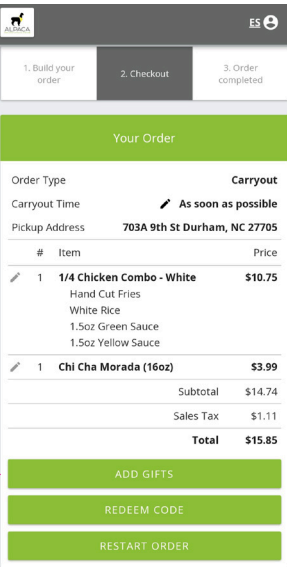
Step 1B




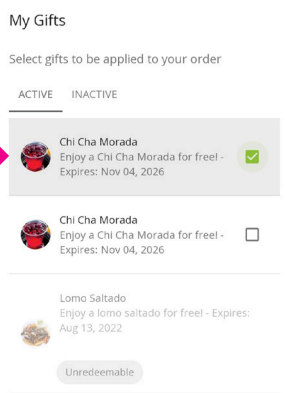
Steps 2 & 3



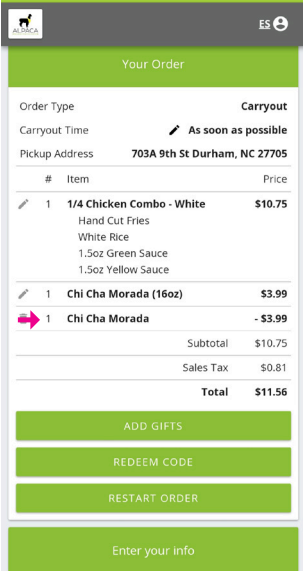
Step 4A



Step 4B



Step 4C



FOR MORE INFORMATION AND OTHER ISSUES, PLEASE SPEAK WITH A MEMBER OF THE ALPACA MANAGEMENT TEAM .

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