



Kroger Co.

Delivery Savings Pass

Frequently Asked Questions

1) What is Delivery Savings Pass?

Customers can purchase Delivery Savings Pass allowing them access to one year of unlimited FREE grocery delivery on orders \$35+ placed via The Kroger Co Family of Stores website or mobile app for one low annual fee of \$79.

Benefits include:

- **FREE** Delivery (\$9.95 delivery fee waived on every grocery order \$35+) Some exclusions may apply (see exclusions below)
 - **FREE** Delivery applies to orders placed through Kroger Co. Family of Stores' banner site (i.e. www.kroger.com, www.ralphps.com)
 - **FREE** Delivery does not apply to orders placed through www.instacart.com
- **Benefits travel** as you shop at the Kroger Co. Family of Stores (but does not include Harris Teeter, Pick-n-Save, Metro Market, Copps.)

For more information on how delivery works please visit your Kroger Co. Family of Stores' banner site (i.e. www.kroger.com; www.ralphps.com) and review the 'Delivery' section of our FAQs

Enrollment

2) What do I need to purchase a Delivery Savings Pass?

- Kroger Co. Family of Stores Loyalty Card or Alternate ID
- Debit/credit card
- Kroger Co. Family of Stores' digital account

3) How do I purchase a Delivery Savings Pass?

- 1) Visit the Delivery Savings Pass page on your local Kroger Co. Family of Stores' banner site (i.e. www.kroger.com/deliverysavingspass; www.ralphps.com/deliverysavingspass ; etc.)
- 2) Sign In or Create an Account if you don't have one
- 3) Enter your Payment Information and Billing Address
- 4) Once you click "Submit Payment" you will see a payment confirmation

- 5) After your transaction is complete, check your email for your Delivery Savings Pass!
Please allow **12** hours for activation of Delivery Savings Pass benefits.

4) How do I know my Delivery Savings Pass is active?

Delivery Savings Pass benefits are active within **12** hours after purchase

- a) You will receive an email letting you know your benefits are active

5) How much does the Delivery Savings Pass cost?

Delivery Savings Pass is \$79 per year

6) Why is there a fee?

We're excited to offer special benefits to customers who choose to enroll in Delivery Savings Pass. The fee helps us provide a great shopping experience while still offering these exclusive perks, along with our low prices on a wide selection of items.

7) Will my Delivery Savings Pass automatically renew?

No, your Delivery Savings Pass will not automatically renew. You will receive an email if there is an opportunity to renew.

To renew your Delivery Savings Pass, you can re-enroll by visiting Kroger Co. Family of Stores' banner site (i.e. www.kroger.com/deliverysavingspass; www.ralphs.com/deliverysavingspass; etc.) and select the 'Renew Now' option

8) When does my Delivery Savings Pass expire?

Your Delivery Savings Pass expires 365 days after your purchase.

9) Do I have to have a Kroger Co. Family of Stores loyalty card to purchase Delivery Savings Pass?

Yes, Delivery Savings Pass is only available to Kroger Co. Family of Stores loyalty card members. The Kroger Co. Family of Stores' loyalty card or Alternate ID must be presented and used during the transaction.

10) How do I know my personal information is secure?

The Kroger Co. recognizes that privacy is very important to our customers, and we pledge to protect the security and privacy of any personal information Customers provide to us. This includes customers' names, addresses, telephone numbers, email addresses, credit/debit cards and checking account information, and any information that can be linked to an individual. Kroger collects and securely stores this personal information. We will not sell, trade or rent your personal information to outside companies or marketing firms.

11) Do I still receive my fuel points if I have a Delivery Savings Pass?

Yes, you do still receive fuel points if you have a Delivery Savings Pass. Every \$1 in groceries = 1 fuel point (exclusions apply). The fuel point program is not changed in any way for Delivery Savings Pass.

Gifting Delivery Savings Pass

12) Can I gift the Delivery Savings Pass?

Yes, to purchase the Delivery Savings Pass as a gift, follow these steps:

- 1) Go to www.kroger.com/deliverysavingspass or www.ralphs.com/deliverysavingspass **or** directly to <https://giftcards.kroger.com/our-store-cards/delivery-savings-pass-egift> and click 'Add to Cart'
- 2) Follow the steps to purchase the Delivery Savings Pass using your payment information
- 3) Once payment has been completed, enter the recipient's email address that you would like to send the gift to
- 4) The recipient will receive an email notification with details on how to redeem

13) How do I redeem the Delivery Savings Pass e-gift?

Once you've received the email, use the card information provided to purchase the Delivery Savings Pass as you a normal credit card transaction via either www.kroger.com/deliverysavingspass or www.ralphs.com/deliverysavingspass.

Purchase Restrictions

14) Does this purchase count towards my \$35 minimum order for free delivery?

See chart below for qualifying purchases

	Does this purchase count towards my \$35 minimum order for free delivery?
Grocery Department	Yes
Produce Department (e.g. bagged salad, bagged carrots, etc.)	Yes
Produce – <u>random weight</u> (i.e. anything weighed at checkout)	Yes
Pre-Packaged Meat & Seafood	Yes
<u>Random weight</u> Meat & Seafood (i.e. anything weighed in-store)	Yes
Deli/Bakery Department (e.g. packaged cheese, salads, etc.)	Yes
Deli – <u>random weight</u> (i.e. anything weighed at the deli counter)	Yes
Food Destinations (e.g. Starbucks, Sushi, etc.)	Yes
Drug & General Merchandise (e.g. Ibuprofen, supplements, health & beauty care, housewares)	Yes
Pharmacy Prescriptions	No
Adult Beverage & Tobacco Products	No
Kroger Banner Gift Cards	No
Visa, Mastercard, American Express Fixed Amount Gift Cards	No
Visa, Mastercard, American Express Variable Amount Gift Cards	No
All Other Gift Cards	No
Booth Services (e.g. money orders/services, cash advances, bill pay, etc.)	No
Lottery Tickets	No
Postage Stamps	No
Delivery Tip Amount	No
Membership Fee	No