



Store Policies

Coupon Policy

At ShopRite®, we know that coupons are an important tool to help you save money. That's why it's our goal to make using coupons easy. We welcome all ShopRite-issued coupons along with valid manufacturer coupons, and valid digital coupons loaded onto your Price Plus® club card (PPC). ShopRite stores redeem coupons in accordance with manufacturer guidelines and the terms printed on the coupons. To help ensure product availability and an efficient checkout experience for all customers, the use of excessive amounts of coupons or multiple identical coupons may be limited at the store manager's discretion.

ShopRite PPC

- Your card is required to redeem digital coupons loaded to your PPC. If you do not have your card, you may access it by using the phone number in your profile.
- Customers who have the ShopRite mobile app may use its digital card feature. (Note: this is the ONLY app we will accept at the checkout in place of your PPC.)

Present your paper manufacturer coupons at the time of purchase.

- ShopRite from Home (SRfH) customers must present paper coupons when picking up an order.
- SRfH delivery orders will have digital coupons ONLY applied to the order. Paper coupons will not be accepted.
- Digital and paper manufacturer coupons cannot be combined on the purchase of any one item.
- Multiple coupon offers cannot be combined to purchase a single item.
- If more than one coupon is offered for a single item, our registers will deduct the highest value offer.
- The remaining coupon will either be returned to the customer or returned to the customer's PPC during the transaction. If both offers have the same value, the digital will be honored.

Match your purchase to the specific item indicated on the coupon. No substitutions are permitted.

- We reserve the right to limit coupon redemptions to (4) of the same paper coupon per household per day.
- Coupons must be redeemed within the time period printed on the coupon. We do not accept expired coupons.
- Terms and conditions of coupons must be met within one transaction and cannot be split over multiple orders or multiple days.
- Digital coupons can only be loaded and redeemed once, unless otherwise noted. All redemptions must be in ONE transaction.

Doubling:

- Double coupon policies vary by store. Check your store for details.
- Digital coupons will NOT be doubled.

Competitor Coupons:

- Unless expressly prohibited by the terms on the coupon, we accept checkout (Catalina) coupons and manufacturer-issued coupons that display other retailer logos only if they are clearly identified as manufacturer coupons and if they scan at checkout.

Restrictions:

- Paper coupons are not accepted on SRfH delivery orders.
- Manufacturer-issued paper coupons must be legible with a valid remit address and a scannable bar code.
- Coupons that have been identified as counterfeit do not scan in our system and will not be accepted.
- We reserve the right to refuse any coupon for "free" product, "Buy One, Get One Free" offers, and those with a high value in relationship to the item's price. We reserve the right to refuse any coupon that appears to be fraudulent.
- Coupons displaying signs of mass cutting or similar cuts and tears, coupons bearing tape, coupons in mint condition, and coupons bearing sequential numbers may suggest coupon fraud. Coupons that are copied, scanned, altered, sold, traded, distributed or transferred by their original recipient to any other person, firm or group are VOID.
- If the coupon's face value or multiplied value is greater than the purchase price of the item, we will not refund cash. We will not give cash back or credit for coupons not presented at time of purchase.
- We cannot refund the value of a coupon or return the coupon if a purchased item is later returned to the store.
- Only one manufacturer coupon will be applied to each "Buy One, Get One Free" offer.
- ShopRite does not accept coupons or savings offers presented in the form of a bar code on any electronic device.
- Customers must pay any and all applicable taxes. The cash value of any ShopRite-issued coupon is 1/100¢.

Rain Check Policy

We strive to have advertised items in stock at all times. If we run out, we'll offer equal savings on a substitute item. If a substitute is not available, we'll provide a rain check. At the manager's discretion, and as allowable by law, some items are not eligible for rain checks. See store for details. The following guidelines apply:

- Rain checks are redeemable for 60 days from the date of issue at any ShopRite store where the item is regularly available.
- Rain checks are limited to (1) per customer, per item, per day.
- Each rain check may be limited to a quantity of (4) of any sale item. Purchase limits are stated on the rain check and are subject to change.
- When items are advertised as "must buy" offers, a rain check may be issued for up to (4) offers at the manager's discretion.
- For example, if an item is advertised as 3 for \$2.00 – must buy 3 to receive savings," a rain check may be issued for up to 4 purchases of 3 items each (for a total of 12 items).
- We will not issue rain checks for items that: have limited seasonal availability, are discontinued, or are advertised as "limited quantities," "limited to store stock," or "while supplies last."
- ShopRite will attempt to notify customers issued rain checks when their item becomes available, if its retail value is \$15 or more. Notification can be provided only for customers who supply a current name, address, email address and telephone number.
- Rain checks are good for a single, one-time use and must be redeemed in full within one transaction. Please hand rain checks to the cashier along with any paper coupons at the start of the order.
- Rain checks will not be issued for any coupons (paper or digital).

ALL POLICIES ARE SUBJECT TO CHANGE AND MAY BE MODIFIED AT STORE MANAGER'S DISCRETION

For More Information, call 1-800-SHOPRITE (1-800-746-7748)

Check Cashing & Acceptance Policy

ShopRite offers the convenience of paying for purchases with a check/cashing checks in stores, with an authorized PPC. To obtain authorization for check cashing and payment privileges, visit customer service and present an acceptable form of identification, such as a valid driver's license or a government-issued ID.

- All personal checks must be pre-printed with name and bank account number. If address is not pre-printed, it must be handwritten on the face of the check.
- At first use, checks will be accepted for the exact amount of the order, up to \$100. This check must clear the bank before another check will be accepted. After the first check clears, the following rules apply:
 - Personal checks may be written for up to \$30 over the amount of the order.
 - Customers may use one check per day and up to (3) checks within a 7-day period.
 - Payroll checks up to \$500 may be cashed. A minimum purchase may be required – see customer service for details.
 - Any check returned by the bank is subject to a returned check fee up to the maximum allowable by law.
 - All personal checks must be made payable to "ShopRite."
- We cannot accept any of the following for cashing or payment: starter checks, money orders, checks naming two parties as payees, checks made payable to "Cash," insurance drafts, handwritten payroll checks, altered checks, undated checks.
- We reserve the right to refuse to accept or cash any check.

Refund/Return Policy

We want you to be happy with your purchase, but if you're not, return it to the store with the original, complete register receipt for a refund or exchange. The following guidelines apply:

- Refunds are issued in the form in which payment was made at the time of purchase.
- If no receipt is available, we will use your PPC to verify the purchase. If we are unable to verify purchase with a receipt or PPC, we will exchange the item or issue a store credit for the lowest sale price within the last (30) days.
- The value of the refund for returns with a receipt will be the price paid on date of purchase. The value will be adjusted to reflect coupons/offers received.
- We accept returns of non-perishable items within (30) days and returns of perishable items within (7) days of purchase.
- Perishable product returns are subject to manager's discretion in accordance with our food safety policies and as allowable by law.
 - Please note: ALL PERISHABLE FOOD ITEMS RETURNED TO THE STORE ARE DISCARDED AND CANNOT BE RESOLD!
 - We ask you to support us in our mission to reduce food waste by shopping carefully and planning purchases accordingly.
 - We will graciously accept returns of products that do not meet quality standards, but cannot accept returns of perishable foods that are purchased in excess or in error (wrong variety, flavor, size, etc.). These unnecessary returns are costly to the store and the consumer and are also bad for the environment.
 - We encourage, whenever possible, that you freeze such items for future use, or donate them to friends, family, or local food banks, pantries or charities.
- Appliances, electronics, and other general merchandise must be returned in the complete original packaging. Manufacturer's warranties may apply after (30) days of original purchase date.
- DVDs, CDs, electronic games and software may be returned if unopened and in original condition. If the item is opened or defective we will exchange it for the same item only. If the item is no longer available, we will issue a store credit.
- Seasonal/Holiday/Clearance product returns are subject to store manager's discretion. Items marked "reduced for clearance" or "final sale" are not returnable.
- Baby formula returned without proof of purchase may be exchanged for baby formula only.

We cannot issue refunds, credits or exchanges for any of the following:

- Products that are spoiled or damaged due to a power failure, improper storage or misuse.
- Gift cards, e-gift cards, telephone cards, reloadable debit cards, prepaid passes, tickets, money orders, greeting cards, books, newspapers, magazines or other periodicals, stamps, lottery tickets, beer, wine or other alcoholic beverages (unless allowed by state/local regulation), or items prohibited by law.
- Refunds or exchanges for purchases made via electronic benefit transfer (EBT), WIC and SNAP (food stamps) are subject to state and federal guidelines. See customer service for details.
- Other restrictions may apply. See customer service for details.

ScanRite Policy

ShopRite stores are committed to pricing accuracy. If the price of an item scans higher than the shelf price, you will get one of that item free, up to \$10.* If the shelf price of the item is more than \$10, we will void the scanned price, deduct \$10 off your order and charge you the shelf price for the item.* The following guidelines apply:

- A "shelf price" is the price displayed on the unit price label, the price marked on the item, or on a sign, circular or advertisement issued by the store where you made the purchase.
- If you find a scanning pricing error on your register receipt after leaving the store, you have up to (7) days from the date of purchase to return to the store with your receipt for a ScanRite price adjustment.
- **Multiples/Bundled Prices:** If an item features a price based on a required purchase of multiple items (such as "Buy More and Save" or "Must Buy") and the scanned price is higher than the shelf price, you will receive one free offer grouping up to \$10 or one \$10 discount, whichever is less. Additional quantities of the same item(s) within the order will be charged at shelf price.
- **Price Look Up (PLU) items:** If the cashier keys in the correct PLU code for an item and the price at the register is higher than the shelf price, you will receive one free item up to \$10 or one \$10 discount, whichever is less. For random weight items priced by the pound, you will get one free item up to \$10 or one \$10 discount, whichever is less. Additional quantities of the same item scanned within the order will be charged at the shelf price.

**Local regulations may supersede this policy. See customer service for details.*

This policy does not apply to:

- Items prohibited by law, such as milk, tobacco, pharmacy, alcoholic beverages and cigarettes.
- Items whose price information is incorrectly key entered by the cashier.
- Items whose prices have, in the store manager's opinion, been switched, altered or obliterated.
- Pricing errors that may occur due to power failures or other events that may impact store computers.

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