



APP STEPS + FAQ

HOW DO I GET THE APP?

On your smartphone, find your App Store and search for Farm Burger. You can also scroll to the top of this page and select your appropriate App Store icon.

WHICH LOCATIONS USE THE FB APP?

All our brick-and-mortar locations use the App. Unfortunately, it is not accepted at our location in the Mercedes-Benz Stadium.

HOW DO I CHOOSE A RESTAURANT LOCATION TO PLACE MY ORDER?

Order Ahead for PICKUP will select the nearest Farm Burger to you if location services are turned on. If you prefer a different location, tap on "Change Location". It will display the specific store location you're currently on, but tap the X on the right hand side above "miles" in order to display the full location list. Otherwise for DELIVERY, please enter your address and the nearest Farm Burger location will be selected for you.

IF I PLACE MY ORDER IN THE APP, CAN I PAY AT PICKUP WITH CASH OR A GIFT CARD?

No. Orders placed in the app are paid for in the app with the credit card linked to your account. If you prefer to pay at pickup, please order at the store and let the team member know that you would like to scan your QR code for loyalty only. You can then checkout with cash, a credit card or gift card.

CAN I ORDER AHEAD TO DINE IN?

The Order Ahead feature is meant for Delivery or Pickup orders. We ask any order placed through the app is for "Grab and Go" purposes so that you can

enjoy your Farm Burger at home, work, or wherever else you choose.

I'M HAVING A TECHNICAL PROBLEM WITH MY APP. WHO CAN I CONTACT?

On the home screen of the App, locate the cog wheel icon at the top right. This will open up Settings. Select "Customer Support" to report any issues with the App.

CAN I CHANGE MY ORDER?

Orders cannot be changed on the App once submitted. Call your restaurant before you pick-up, and ask one of our staff members for assistance to change your order. You can find the phone number on your digital receipt.

I ORDERED MY FOOD, BUT IT WASN'T READY WHEN I ARRIVED AT THE RESTAURANT.

We apologize for any delays in receiving your order. We are continually working on ways to improve our app. Please inform our staff members about any issues or relay it to us via "Customer Support" so that we can learn how to better serve you.

HOW DO I EARN LOYALTY POINTS?

Order ahead using the App and automatically earn loyalty points. For each \$1 spent, you will earn 10 points. Dining in? Select "Scan" from the app's home screen. Use the "Pay & Earn Loyalty" QR code to pay with your app, or select > to "Check In For Loyalty" to earn points and pay with a different method.

HOW DO I REDEEM MY REWARDS?

Some rewards will be automatically redeemed on each visit or if you manually choose to use that reward for an App order. When you're ready to use a reward, tap the + sign next to it, and it will change to an orange check mark. This means, you're ready to redeem it in the App (just follow the prompts) or you can use it in-store (order your item at the register and scan your QR code). Specialty rewards like swag and exclusive offers can be redeemed next time you're in our store by letting our staff members

know. We'll scan your QR code at the counter, and happily hand over your reward.

HOW DO I REDEEM MY LOYALTY POINTS?

Select REWARDS at the bottom of the App's home screen. You will see how many points that you have collected and the menu items that are eligible for redemption. Tap the item that you want to redeem and follow the prompts. Your order will be automatically adjusted.

WHAT ARE THE STATUS LEVELS, AND HOW DO I REACH THEM?

Status levels reward you for showing your long term burger love. Upon downloading the app, you're automatically entered into Grasshopper level! From here, you will have the chance to level up to higher statuses based on your customer loyalty. Once you've unlocked a new status level you'll be able to enjoy the perks of that status level for a full 365 days before your status level is reset. Enjoy the perks!

GRASSHOPPER – everyone starts here – get \$3 as a welcome gift for signing up to use on your second visit and receive a free shake on your birthday

FARMER – \$500 annual spend – get \$5 app credit, a free shake on your birthday, free surprise rewards each month and a free Farm Burger hat.

MAMA COW – \$1000 annual spend – get \$10 app credit, a free shake on your birthday, free surprise rewards each month, a free Farm Burger T-shirt, and additional perks!

HOW WILL I KNOW WHEN I REACHED A NEW STATUS LEVEL?

You'll get an email from us letting you know you've reached a new status. You can also visit the App's home screen to see your current status.



CONTACT your favorite location by visiting our locations page. farmburger.com/locations

I'VE EARNED SOME FREE SWAG! HOW DO I GET IT?

Redeem your swag by visiting any of our locations and telling our team you've earned a swag reward. Scan your code while ordering, pick your hat or shirt and size, and wear your swag with pride!

I HAVEN'T RECEIVED MY BIRTHDAY REWARD!

There are a few reasons why you may not be seeing your birthday credit. First, confirm that:

- You're a Farm Burger app user.
- You've recorded your birthday in your profile at least seven days before it occurs.
- You've received an email for your credit on the day of your birthday.

If you're not sure how to record your birthday, we've got you covered:

- Tap the gear icon at the top right corner on the App's home screen.
- Tap "Edit Profile" and enter your birthday. Tap "Update Account Info".
- Your birthday treat is on the way!

I DON'T SEE MY REWARDS – AM I RECEIVING THEM?

There are a few reasons you might not be receiving your rewards:

- You must use the Farm Burger app to receive rewards. This is true if you are scanning the QR code in store or ordering through the App. You can also order ahead on farmburger.com, but you must sign in using your App login.
- You might not have the most recent version of the Farm Burger App. If you don't have "automatic app updates" turned on, please manually update your Farm Burger App by opening your App Store to see if there is an update.
- Credit is only earned after your transaction is complete.

HOW DO I KNOW IF I HAVE CREDIT ON MY ACCOUNT?

On the App's home screen, tap "Rewards". This section will list all rewards and loyalty points that you can use.

THE APP CRASHED ON ME.

We are sorry for the inconvenience and would love to hear about whenever this happens. Please let us know via "Customer Support" on your app or email feedback@farmburger.com to raise it to our attention. If you are unable to place an order because of the App's performance, please place an online order at farmburger.com or all locations take call-in orders. Phone numbers to every location can be found on our website www.farmburger.com

IS PAYING THROUGH THE APP SECURE?

Paying with the app is as safe as your credit card or better. We take the security of your personal information very seriously. LevelUp uses bank-grade infrastructure and maintains compliance with the latest security (PCI) standards. Using the QR code to pay means your credit card number is never exposed to anyone – it is not even stored on LevelUp's servers. If you want to learn more about how we protect you, please visit www.thelevelup.com/security.

CAN I LINK A GIFT CARD TO THE APP?

Farm Burger cannot link a physical gift card to the app. Those can only be used in store. You can purchase, send, and receive digital gift cards in the App and have them added to your Farm Burger App account.

I JUST DISCOVERED THE APP! CAN I LOAD PAST PURCHASES ONTO MY ACCOUNT?

Loyalty can only be tracked for purchases made with the App. Unfortunately, we cannot credit you for past purchases before you started using the App.

HOW ARE APP REFUNDS HANDLED?

Any money charged to a credit or debit card will be credited within 7 days. Any app credit used will be refunded back to the app.

I AM MISSING A RECEIPT!

A receipt is emailed to you when you use the app. You can also view previous transactions under "Transaction History" located in Settings. On the home screen of the app, tap the gear icon in the top right corner.



CONTACT your favorite location by visiting our [locations page](http://farmburger.com/locations).