



TOPS GasPoints Frequently Asked Questions:

How do I earn TOPS GasPoints?

- Shop at TOPS Friendly Markets using your TOPS BonusPlus card.
- Earn 1 TOPS GasPoint for every dollar spent on qualifying grocery purchases.
- Earn 10 TOPS GasPoints for every manufacturer paper coupon redeemed (*limit 10 coupons/100 points per family per day*).
- Earn hundreds of extra GasPoints buying participating products promoted in the TOPS Weekly Ad.

How do I know how many points I have?

- The customer's GasPoints balance prints at the bottom of their receipt every time they use their TOPS BonusPlus card.
- Registering your TOPS BonusPlus card and logging in online at TopsMarkets.com
- Customer Service associates may do a points balance inquiry and print the customer's points at any register

How do I redeem my GasPoints?

- GasPoints can be redeemed at the following participating Tops locations: Tops #531 Rhinebeck, NY; Tops #532 New Paltz, NY; Tops #533 LaGrangeville, NY; Tops #534 Wappingers Falls, NY; Tops #535 Carmel, NY; Tops #536 Gardner, MA
- Customers simply ask their TOPS cashier at checkout when they would like to redeem their GasPoints
- You may redeem your points at any time during the promotion once you have earned at least 100 points.

How do I know when my points expire?

- Expiration dates are printed at the bottom of the receipt for every transaction in which a TOPS BonusPlus is used.
- Online at TopsMarkets.com

What Gas Retailers Gift Cards are participating in the Tops GasPoints promotion?

- Participating Gas Retailers' Gift Cards are Shell, Gulf, BP, and Irving Oil.
- The Gift Card denominations are \$25 and \$50.

Is there a limit on how much I can save per gift card?

- There's no limit to the amount you can save – for every 100 points you earn, you receive \$2.50 off participating Gas Retailers Gift Cards. You can save \$2.50, \$5.00, \$7.50 or more per participating Gas Retailers Gift Cards! Up to a free gift card!
- Any un-redeemed GasPoints will remain on the customer's BonusPlus account until their expiration date

Is there a limit to how many times I can save during a promotion?

- No – you can redeem your points any time you have 100 points or more; once you redeem your points the points will be removed from your BonusPlus card, but you will continue to accumulate additional points the next time you shop (provided the date is within a specified "earn" period).

I had \$XX off participating Gas Retailers Gift Cards, but now the points are not on my card, what happened?

- Your points could have expired.
- There is a possibility that your TOPS BonusPlus is linked to another card in your household, if so the discount could have been redeemed by that person.
- If you have lost one of your cards there is a possibility that someone else is using this lost card. Customers can call Consumer Affairs for assistance.
- The Consumer Affairs Department can assist in identifying what may have happened; they can be reached by calling 1-800-522-2522, Option 3 Mon-Fri 8:30 AM thru 7 PM and Sat & Sun from 10 AM thru 4PM.

What purchases do NOT earn GasPoints?

- Restrictions include, but are not limited to, alcohol, tobacco, gasoline, pharmacy prescriptions (NY only), taxes, lottery tickets and office services. Many of these restrictions are due to state & federal laws.
- In Massachusetts, out-of-pocket pharmacy prescription purchases DO earn GasPoints; however, by law state or federally funded prescriptions are NOT eligible to earn GasPoints

Will I EARN GasPoints if I use my phone number at checkout when purchasing groceries?

- Yes, if your BonusPlus card is registered with your phone number, you will earn GasPoints when you use your phone number at checkout.

Can I use my phone number to REDEEM my GasPoints?

- No, for the protection of your GasPoints (to ensure points are being redeemed by the family that earned them), you must scan your BonusPlus card (or keytag) at the register to redeem your GasPoints.