

WHAT IS THE SARKU JAPAN REWARDS PROGRAM?

It's a Points Based Program. You will earn and receive points toward Rewards by making qualified purchases at participating Sarku Japan restaurants by: (i) ordering directly through our Mobile App; (ii) scanning the QR code in your Sarku Japan Mobile App with the cashier in the restaurant; (iii) ordering through our QR code ordering method or (iv) ordering online at www.sarkujapan.com.



At participating Sarku Japan restaurant, you will earn one (1) point per \$1 purchased (Excludes gift cards, alcohol, tax, fees & gratuities). You will not receive a point if your transaction total is less than \$1.

Once you earn 50 points, your points will be automatically transferred to a REWARD of \$5.
NO CASH VALUE.

Do I need to register to participate in the Sarku Japan rewards program?

Yes, you must be a registered rewards member to participate in the Rewards program.

How do I become a Sarku Japan Rewards member?

Download the Sarku Japan App on the Apple Store/Google Play, order online or through our QR code method. When you register you will be automatically entered into the rewards program, and start earning rewards. Existing users will already be signed up for rewards.

What do I get when I sign up for Sarku Japan's Rewards Program?

You will receive \$5.00 off your 1st order of \$10.00 or more. Your rewards account will be activated once you order through the App, online or through our QR code method for the first time. You will receive more offers and rewards over time as you use the app.

Do I need the app if I'm signed up for online ordering?

Members who only order online or through our QR code method will enjoy the same features available on the App. If you order through the App, online or through our QR code method you will have the ability to check your points balance, access rewards, and receive exclusive offers. Plus, all rewards members can scan the QR code in the App at participating Sarku Japan locations to earn points and redeem rewards.

What is Consent to Contact?

By joining Sarku Japan Rewards, you consent to receive discounts, coupons, promotions, and other information about sales and offers to the email provided when you joined. If you no longer want to receive promotional emails or texts from Sarku Japan, you can update your email and text preferences by selecting "PROFILE" on the App and edit your profile to unsubscribe. You will not be able to receive updates on your Rewards if you unsubscribe. Regardless of your selection, you will receive order confirmation notifications via email and text.

Your phone number is associated with your rewards account. This will help Sarku Japan provide assistance if you are having trouble with your account.

We ask for your birthday because some states have laws regarding the age of loyalty members (you must be 13+ years old). We may also send you a birthday gift!

The app may ask for access to your camera for promotions or special events.

Who has access to my information?

Please see our official privacy policy for details. We reserve the right to change the terms of this Privacy Policy from time-to-time. We will post any changes on our website, so please check back periodically. Your continued use of the rewards website or App after any change has been posted constitutes acceptance of the change to this Privacy Policy.

What do I do with my current SJ Club Card?

You may continue to use your SJ Club Card at participating locations until it is filled and redeemed. The SJ Club Card program may be canceled at any time without notice. You cannot use the SJ Club Card on orders placed through the App, online or through our QR code method as you will have earned loyalty points through the App.

EARNING POINTS & REWARDS

How do I earn points from my purchases?

Eligibility: Sarku Japan Rewards is only available to registered users through the App, online at sarkujapan.com or through our QR code method. You may only receive or redeem Sarku Japan Rewards at participating Sarku Japan restaurants in the United States. Sarku Japan Rewards is not offered via any other website or mobile app, or with any other product, service, or program. There are no fees associated with your participation in Sarku Japan Rewards. We may, in our sole discretion, terminate your participation at any time without notice. If we do so, you will not be able to earn any further Sarku Japan Rewards, but you will be able to use Sarku Japan Rewards you have already earned until they expire.

How long do my points & rewards last?

As a Sarku Japan Rewards member, you will earn 1 point for every \$1 you spend. When you earn 50 points, your points will be automatically be converted to a REWARD of \$5.

Rewards are valid for 90 days from the date they were issued. They must be used within the 90-day period or they will expire.

Sarku Japan Rewards member accounts will stay active as long as there is activity on their account within a 365-day period. If there is no activity within a 12 month/365 day/1 year period on a rewards member account, the account will expire and the point balance will be reset to zero.

What if I did not get points for my order?

Unfortunately, there is no other opportunity to award Rewards points. All points must be earned at the time of the original transaction.

Will I earn points if I place an order on a third-party app or website?

No, we can't award points for any orders placed on third-party apps or websites (DoorDash, Uber Eats, etc.). If you want to earn or redeem points with your online order, be sure to use your Sarku Japan App, to place your order online at sarkujapan.com or through the QR code method.

Do I get points for purchases I made before I joined the program?

No, you will start earning points on purchases once the loyalty and rewards program is launched. Receipts from visits prior to the loyalty activation date are not eligible to earn points.

REDEEMING REWARDS

How do I redeem a reward?

In the App, online or through our QR code method, select REWARDS CASH as a payment option on the checkout screen. If you decide to pay at the store, scan the QR code in the App on your mobile device at the point of sale and the cashier will notify you if you have a REWARD that can be used.

Can I use multiple rewards at once?

Yes, you are able to use more than one reward per order under a registered account. You cannot combine rewards under different accounts for one transaction.

What if I have rewards, but I don't live near a Sarku Japan?

Unfortunately, if you are in a situation where you no longer live near a Sarku Japan, we are unable to credit you for any unused rewards. Rewards have no cash value.

Can I have more than one Sarku Japan Rewards account?

No, each guest can only have one Sarku Japan Rewards account.

I'm having problems and don't see the answer here.

Please send an email to customerservice@sarkujapan.com with your concern or question, along with your contact information (name, account email, account phone number) and we will do our best to get back to you as quickly as possible!

The above is for reference purposes only. Sarku Japan Rewards program shall be solely governed in accordance with the Terms and Conditions of Sarku Japan Mobile App / www.sarkujapan.com