

# Customer FAQs

## Tops FREEzer Savings - Winter 2026

EARN: 1/18/26 - 2/28/26

REDEEM: 1/18/26 - 3/14/26

DON'T FORGET! USE COUPON BY

 Tops

**\$10.00**

OFF YOUR NEXT  
GROCERY PURCHASE.

BRING HOME THE COLD WITH  
**FREEzer SAVINGS**

Limit one coupon per transaction. Not valid toward the purchase of gasoline, pharmacy, office services, gift cards, alcohol, tobacco and any items prohibited by law. No cash back. Not to be doubled or tripled. Valid in-store with your Tops BonusPlus at any participating Tops Friendly Markets.

### How do I earn Tops FREEzer Savings Points?

- Shop at Tops Friendly Markets using your Tops BonusPlus card
- Automatically earn 1 point for every \$1 in spend on participating frozen brands
- Spend requirement on participating items must be met after all discounts have been subtracted, before sales tax and deposits have been added
- Earn FREEzer Savings Points 1/18/26 through 2/28/26

### How do I know how many Points I have?

- Your FREEzer Savings Points balance prints at the bottom of your receipt every time you use your BonusPlus card
- If you are a registered, logged-in visitor to TopsMarkets.com website, you can view your current FREEzer Savings Points total there
- Customer Service associates may do a points balance inquiry and print your points at any register

### How do I redeem my Points?

- FREEzer Savings Points can be redeemed at any Tops Friendly Markets
- Simply tell your Tops cashier at checkout when you would like to redeem your FREEzer Savings Points
- You may redeem your points at any time during the promotion once you have earned at least 40 points
- Receive a \$10 coupon for every forty (40) FREEzer Savings Points you redeem
- \$10 coupons are valid for 2 weeks from the day printed & received

### How do I know when my Points expire?

- All FREEzer Savings Points expire 3/14/26 - so be sure to redeem your points for a \$10 coupon by then
- Expiration date is printed at the bottom of the receipt for every transaction in which a Tops BonusPlus card is used
- The 3/14/26 expiration date is also noted online at TopsMarkets.com

### What Brands are participating in the Tops FREEzer Savings promotion?

- Farm Rich, Celentano, Rosina, Banquet Meals, DiGiorno Pizza, Drumstick, Lean Cuisine, Ben & Jerry's, Birds Eye, Hillshire, Jones, Klondike, Original Logs, Uncrustables, Mars IC Novelties (M&M, Twix, Milky Way, Snickers, Dove)
- FREEzer Savings Points cannot be earned on any other brands than those listed above

### Is there a limit to how many times I can earn/redeem during the promotion?

- No - you can redeem your FREEzer Savings Points any time you have forty (40) points; once redeemed, points will be removed from your BonusPlus card, but you will continue to accumulate additional points every time you purchase a participating brand (provided the date is within a specified "earn" period)

### I had XX FREEzer Savings Points, but now the points are not on my card, what happened?

- There is a possibility 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; 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 AM - 8 PM, Sat & Sun from 9 AM - 3PM

### Will I EARN FREEzer Savings Points if I use my phone number at checkout?

- Yes, if your BonusPlus card is registered to your phone number, you will earn FREEzer Savings Points when you use your phone number at checkout

### Will I EARN FREEzer Savings Points when shopping at TopsMarkets.com or the Tops Mobile App for groceries?

- Yes, if your BonusPlus card is registered to your online account, you will earn FREEzer Savings Points for participating items purchased
- All FREEzer Savings Points & \$10 coupons must be REDEEMED in store

### Will I still earn Tops GasPoints in addition to FREEzer Savings Points?

- Yes - Our FREEzer Savings program is a bonus! In addition to FREEzer Savings Points, you'll continue to earn GasPoints based on your qualifying purchases for that program as well. For complete Tops GasPoints details, go to TopsMarkets.com/GasPoints