Customer FAQs

Tops Christmas Bonus – Winter 2026

EARN: 11/1/26 - 12/26/26
REDEEM: 11/1/26 - 1/2/27

How do I earn Tops Christmas Bonus Gift Point(s)?

- Shop at Tops Friendly Markets using your Tops BonusPlus® card
- Earn 1 Gift Point for every qualifying grocery purchase of $50 or more
- Earn Gift Point(s) November 1 through December 26, 2026
- Limit one earned Gift Point(s) per transaction and one per household every six (6) hours

How do I know how many Gift Point(s) I have?

- Current Gift Point(s) balance prints at the bottom of your receipt every time you use your Tops BonusPlus card
- If you're a registered and logged-in user at TopsMarkets.com, you can also view your total online
- Customer Service Associates may do a points balance inquiry and print your points at any register

How do I redeem my Gift Point(s)?

- Gift Point(s) can be redeemed at any Tops store location
- Simply tell your Tops cashier at checkout when you would like to redeem your Gift Point(s)
- You may redeem your points at any time during the promotion once you have earned at least 1 point

When do my Gift Point(s) expire?

- All Gift Point(s) expire 1/2/27 –be sure to redeem your points and purchase gift card(s) before this date
- The expiration date prints at the bottom of your receipt for every BonusPlus transaction
- The 1/2/27 expiration date is also posted at TopsMarkets.com

What $50 Gift Card(s) are participating in the Tops Christmas Bonus promotion?

- Gift cards must be purchased in $50 denominations: $50 card or activated for $50
- Applebee's, Athleta, Barnes & Noble, Banana Republic, Bass Pro Shops, Bath & Body Works, BBI Multi, Best Buy, Burger King, Cabela's, Carrabba's, The Cheesecake Factory, Fanatics.com, Fanatics (MLB, NBA, NFL, NHL Shop.com), Fandango, GAP, JCPenney, Kohl's, Lowes, Macy's, Old Navy, Outback Steakhouse, Panera Bread, Red Robin, Regal Cinemas, Spafinder, Toys"R"Us @ Macy's, Tractor Supply Company
- Gift Point(s) cannot be redeemed for any cards other than those listed above

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

- Yes - limit one $10 Gift Point discount per $50 participating gift card

Can I purchase two (2) $25 gift cards and still use my Gift Point(s)?

- No - gift cards must be purchased in $50 denominations to use Gift Point(s)

Can I purchase one (1) $100 gift card and use two (2) of my Gift Point(s)?

- No - gift cards must be purchased in $50 denominations to use Gift Point(s)

Is there a limit to how many times I can buy discounted Gift Cards during the promotion?

- No – you can redeem your Gift Point(s)s any time you have 1 point or more
- Any unredeemed Gift Point(s)s will remain on your BonusPlus account until the expiration date
- Once Gift Point(s) are redeemed, they will be removed from your BonusPlus Account, you'll continue to automatically earn additional points each time you spend $50+ in a qualifying purchase within the earn period.

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I had Gift Point(s), but now they are gone - 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/account
- If your card has been lost or misplaced, it's possible someone else is using it; Customers can call Consumer Affairs for assistance
- Please contact Tops Consumer Affairs: 1-800-522-2522, (Option 3) Mon-Fri 8 AM - 8 PM, Sat & Sun 9 AM - 3PM

What purchases do NOT earn Gift Point(s)?

- Restrictions include, certain milk and milk-related product (PA only, due to state law); alcohol; prescriptions; money orders; postage stamps; deposits, lottery tickets; gasoline purchases (both prepaid and at the gas station); gift cards; amusement park and any other tickets; Western Union wire transfer services; fax service; copying machine service; coin operated vending machines; utility payments; prepaid telephone calling or wireless cards; delivery charges; dry cleaning; fundraising activities and donations; returned check service fees; payments toward charge account balances; bottle deposits and any other items prohibited by law
- Excludes purchases made at Tops fuel stations, Tops Xpress stores and in-store Tim Horton's and Starbucks franchise locations

Will I EARN Gift Point(s) if I use my phone number at checkout?

- Yes – as long as your BonusPlus card is registered with your phone number, you'll earn Gift Point(s) when using it at checkout

Will I EARN Gift Point(s) when shopping online?

- Yes – if your BonusPlus card is linked to your online account, you'll earn Gift Points on grocery purchases
- Please note: **All Gift Point(s) must be REDEEMED in store**

Can I Return or Exchange Gift Cards I Purchased?

- No – gift cards are non-refundable at Tops and cannot be returned or exchanged
- Lost, stolen or damaged gift cards will not be replaced

Will I still earn Tops GasPoints in addition to Gift Point(s)?

- Yes! The Christmas Bonus is truly a bonus and you will continue to earn Tops GasPoints based on your qualifying purchases
- For complete Tops GasPoints details, visit TopsMarkets.com/GasPoints