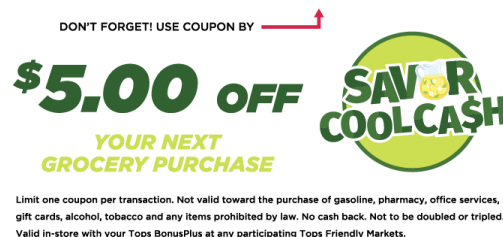


Customer FAQs

Tops Cool Cash - Summer 2025

7/6/25-8/30/25



How do I earn Tops Cool Cash Points?

- Shop at Tops Friendly Markets using your Tops BonusPlus card
- Automatically earn 1 point for every \$1 in spend on participating beverage brands
- Spend requirement on participating items must be met after all discounts have been subtracted, before sales tax and deposits have been added
- Earn Cool Cash Points 7/6/25 through 8/16/25

How do I know how many points I have?

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

How do I redeem my Cool Cash Points?

- Cool Cash Points can be redeemed any Tops store locations
- Simply tell your Tops cashier at checkout when you would like to redeem your Cool Cash Points
- You may redeem your points at any time during the promotion once you have earned at least 30 points
- Receive a \$5 coupon for every Thirty (30) Cool Cash Points you redeem
- \$5 coupons are valid for 2 weeks from the day received

How do I know when my points expire?

- All Cool Cash Points expire 8/30/25 – so be sure to redeem your points by then
- Expiration date is printed at the bottom of the receipt for every transaction in which a Tops BonusPlus is used
- The 8/30/25 expiration date is also noted online at TopsMarkets.com

What Brands are participating in the Tops Cool Cash promotion?

- BodyArmor, Brisk, Canada Dry, Celsius, Dasani, Dr. Pepper, Gatorade, Gold Peak, Lipton, Mountain Dew, Pepsi, Polar, PowerAde, Propel, Schweppes, Starry, Stok, Tim Hortons, Topo Chico
- Cool Cash 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 Cool Cash points any time you have thirty (30) 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 Cool Cash 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 Cool Cash Points if I use my phone number at checkout?

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

Can I REDEEM Cool Cash Points if I use my phone number at checkout?

- No, for the protection of your Cool Cash Points (to ensure points are being redeemed by the family that earned them), you must scan your BonusPlus card (digital or key tag) at the checkout to redeem your Cool Cash Points

Will I EARN Cool Cash 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 Cool Cash Points for participating items purchased
- All Cool Cash Points & \$5 coupons must be REDEEMED in store

Will I still earn Tops GasPoints in addition to Cool Cash Points?

- Yes – Our Cool Cash program is a bonus! In addition to Cool Cash 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