

Effective Date: May 19, 2026

Rewards Terms & Conditions

Please read the full Rewards Terms and Conditions (“Terms”) below carefully. By becoming a member of Salt & Straw’s Rewards program (“Program”), you (“you” or “Member”) agree to these Terms, as well as all terms applicable to your use of Salt & Straw’s [websites](#) and [mobile app](#) (“App”). If you do not agree, do not join. Joining requires creating a MySaltandStraw account in the App or at my.SaltandStraw.com. Accounts are free.

To become a Member, you will be required to provide Salt & Straw the following information: first and last name, email address, and password. You may also provide Salt & Straw the following: physical address, telephone number, credit or gift card number and security code, birthday, communications preferences (via our website), transaction information, and access to your camera and photos as further discussed below. Members may have the opportunity from time to time to submit additional information about themselves to enable Salt & Straw to provide more personalized offers and experiences. All personal information submitted is subject to Salt & Straw’s [Privacy Policy](#).

Subject to these Terms, Members can earn “Spoons” (defined below) on the amounts they spend on qualifying purchases – including qualifying in shop purchases but expressly excluding delivery orders – via mobile order in the App, via online order on Salt & Straw’s website, and via scanning their Member QR code when making purchases at participating Salt & Straw scoop shops in the United States. Additional earning opportunities may be offered from time to time. “Spoons” are the name used for the points Members earn in their accounts and are redeemable for rewards in the form of the value of menu items or designated discounts on future Salt & Straw purchases (“Rewards”).

NOTE: A limited number of non-traditional Salt & Straw locations -- primarily in sports arenas and other entertainment venues -- but also possibly other locations, may not participate in the Program. For a current list of non-participating locations, click [here](#). Signage at non-participating locations also will disclose that they are not participating.

The Program is valid only in the 50 United States and District of Columbia. Void where prohibited or restricted. Salt & Straw reserves the right to modify or terminate the Program at any time, including but not limited to changing or terminating the way Spoons are earned or redeemed and/or the number and type of Rewards offered to Members in its sole discretion at any time.

NOTICE ABOUT DISPUTE RESOLUTION: Any disputes relating to the Program are subject to binding arbitration in accordance with the terms and conditions for my.SaltandStraw.com. See full details [here](#).

I. MEMBERSHIP

1.1. Free Enrollment

No purchase is necessary to enroll or participate in the Program. The Program is intended for personal use only. Commercial use is prohibited.

1.2. Eligibility

You must be age 16 years or older and a resident of the United States to be become a Member. Membership is limited to individuals only and is limited to one account per individual. Accounts are personal and cannot be sold, transferred, or assigned to or shared with friends, family, or others.

1.3. Becoming a Member

To become a Member of the Program, you first must create a MySaltandStraw account in the App or at my.SaltandStraw.com. Existing MySaltandStraw account holders will be automatically enrolled as Members in the Program but must accept these Terms before they are able to receive benefits of membership.

1.4. Account Responsibility

Salt & Straw is not responsible for use of a Member's account or redemption of a Member's Spoons. It is the Member's responsibility to manage unauthorized use or redemption of Spoons by family or friends or other individuals who might have access to the Member's account. In the event the Member's account is stolen, and the account is used or the Spoons are redeemed, the Member must inform Salt & Straw, and we will investigate the report and determine in our sole discretion what remedy, if any, may be available. Members are responsible for keeping their contact and other information current and accurate. Salt & Straw is not responsible for communications failures or other problems caused by out-of-date or inaccurate information provided by a Member.

1.5. Communication Options & Preferences; Member Privacy

Salt & Straw's Program-related communications to Members may include in-App messaging, email, SMS text messaging, and push notifications. Members will be given the ability to opt out of each method of communication, except in-App messaging which is automatic and non-optional for App users. You may change your communication

preferences as follows: (a) You may unsubscribe from promotional emails by clicking the “unsubscribe” link at the bottom of any Salt & Straw email or by logging into my.SaltandStraw.com; (b) you may unsubscribe from SMS text notifications by replying with “STOP” or other opt-out language as instructed in any text message you receive from Salt & Straw; and (c) push notifications may be changed by adjusting the settings on your mobile device.

Any exercise of Member privacy rights, including without limitation, opting out from our promotional emails, will not limit your Program benefits.

1.6 Additional Benefits

Additional Member benefits, such as special promotions, offers, or events, may be available from time to time. These benefits may require a completed profile and/or opt-in to push notifications, email, SMS, and/or location services to be eligible and for you to receive notification of the benefits, all as explained in the terms of each offer. Failure to enroll for such communications, to activate such features, or to have network connectivity, may result in your not receiving information about benefits. Salt & Straw is not responsible for any such failures.

1.7. Cancellation

(a) By Member. You may cancel your Salt & Straw Rewards membership at any time by deleting your account in the App or contacting us at support@thanx.com. Upon cancellation, any unused Spoons and/or Rewards accrued in your account will be forfeited and cannot be redeemed.

(b) By Salt & Straw. Salt & Straw reserves the right to cancel any Member’s account at any time if: (i) such Member violates these Terms, engages in fraudulent conduct, or otherwise abuses the Rewards program, as determined in Salt & Straw’s sole discretion, or (ii) the account has been inactive for a period of two years or more. “Inactive” means failing to make an eligible Spoon-earning purchase, either in the App, on the website, or in a scoop shop by scanning a Member QR code, or failing to claim or redeem a Reward for 24 months or more.

(c) Effect of Termination. If an account becomes terminated by either Salt & Straw or the Member, all previously earned Spoons and/or unused Rewards automatically terminate and become null and void. Subsequent re-enrollment by the same Member will be at a zero-Spoon balance. Salt & Straw reserves the right to refuse re-enrollment to any terminated Member based on previous fraudulent, abusive, or otherwise inappropriate behavior, as determined by Salt & Straw in its sole discretion.

II. EARNING SPOONS

2.1. General

Members can earn Spoons on the amounts they spend on qualifying purchases via mobile order in the App, via online order on the Salt & Straw website, and via scanning their Member QR code during checkout at participating Salt & Straw scoop shops – delivery orders are expressly excluded. Spoons for any qualifying purchase can only be credited to one account. No splitting of orders or Spoons.

2.2. Basic Earning Rate

Members earn ten one (1) Spoon for every ten cents (10¢) – equal to ten (10) Spoons for every dollar (\$1.00) – spent on the purchase of qualifying products in qualifying transactions at participating Salt & Straw scoop shops. Purchase amounts are rounded **up** to the next 10-cent increment. For example, a qualifying purchase of \$4.13 will earn 42 Spoons, and a qualifying purchase of \$8.79 will earn 88 Spoons.

2.3. Exclusions

Calculation of Salt & Straw Rewards Spoons is based solely on the purchase price actually paid for qualifying menu items, minus all discounts, and excluding amounts paid for gift cards, charitable donations, and taxes. Points cannot be earned on delivery orders. Salt & Straw may exclude any menu items from counting as qualifying purchases by disclosing at the point of purchase that such items are excluded. All purchases made by a Member prior to joining the Program are not eligible for Program credit, except for same-day enrollment and qualifying purchases.

2.4. Timing of the Addition of Spoons to Accounts

Generally, Spoons are automatically added to a Member's Program account within 48 hours after completion of the qualifying purchase, though it may take up to two weeks for posting of Spoons. Spoon balances are visible via the Member's MySaltandStraw account in the App or at my.SaltandStraw.com.

2.5. Cancellations/Refunds

If you cancel an order for which you earned Spoons, or have such an order refunded, any Spoons associated with that order will be deducted from your Program account. This can cause a Member to have a negative Spoon balance.

2.6. Bonus Spoon Promotions

From time to time, Salt & Straw may run certain bonus Spoon promotions. Under bonus Spoon promotions, Members can earn additional or “bonus Spoons” for completed actions and purchases. Bonus Spoon promotions are subject to the terms and conditions of the offer, along with these Terms, and may be offered at any time in Salt & Straw’s sole discretion. Bonus Spoons may not be available for otherwise qualifying transactions claimed after an in-shop purchase.

2.7. Claiming Spoons After an In-Shop Purchase

If you forget or are unable to scan your Member QR code from the App during checkout when making a qualifying purchase at a participating Salt & Straw Scoop Shop, you still may seek to claim Spoons for that purchase, subject to the following requirements and limitations on after-the-fact claims:

(a) The Spoons request can be submitted with a photo of the purchase receipt by completing the form found at <https://www.saltandstraw.com/rewards-receipt-submission-form>.

(b) The Spoons request must be submitted within 24 hours of the purchase. Late submissions will not be accepted.

(c) Limit one (1) submission per 24-hour period, and four (4) submissions per calendar month, per Member.

(d) Each submission is limited to a maximum of 100 Spoons, regardless of the amount of the purchase shown on the receipt, and the total Spoons available for submissions of after-the-fact claims are limited to four hundred (400) Spoons per Member in any calendar month.

(e) Each claim must be submitted exactly as described above, and must include at least the following information: valid email address associated with the applicable

MySaltandStraw account; Member first and last name; date of transaction; time of transaction; store number of transaction; amount of transaction minus any taxes and fees; and a clear image of the receipt. Salt & Straw reserves the right to deny any claims that it determines in its sole discretion do not meet all requirements. Please allow up to 14 days for claims to be reviewed and processed.

2.8. Spoon Disputes

If you believe that a purchase (other than a purchase covered by Section 2.7 above) should have resulted in the addition of Spoons to your account, and such Spoons are not posted

to your account within two weeks after the purchase (“Spoon Dispute”), please notify us immediately at support@thanx.com. We will use reasonable efforts to investigate your Spoon Dispute so long as you notify us of such dispute within 90 days of the purchase. If you do not notify us within 90 days, you will have waived your right to make a Spoon Dispute with respect to that purchase. In order for us to undertake an investigation of your Spoon Dispute, we may require you to provide written confirmation of the Spoon Dispute. If we do not receive the requested written confirmation at the address and within the time requested, Salt & Straw may determine in our sole discretion not to investigate your Spoon Dispute. Upon completion of our investigation and our resolution of your Spoon Dispute, we will have no further responsibilities should you later reassert the same Spoon Dispute.

2.9 Spoons Expiration

Spoons expire 365 days from the day they were posted to your account. No credit or cash will be given for unused or expired Spoons.

2.10 Non-Participating Locations

A limited number of non-traditional Salt & Straw locations -- primarily in sports arenas and other entertainment venues -- but also possibly other locations, may not participate in the Program. Spoons cannot be earned for purchases at non-participating locations. For a current list of non-participating locations, click [here](#). Signage at non-participating locations also will disclose that they are not participating.

III. CLAIMING/REDEEMING REWARDS

3.1. General

Spoons earned by a Member may be used to claim Rewards in the App or at my.SaltandStraw.com. All Rewards are in the form of the value of menu items or designated discounts on future purchases. The Rewards available at any given time can be viewed by logging into the Rewards Section of the Program in the App or at my.SaltandStraw.com. Rewards are subject to change or removal at any time in Salt & Straw’s sole discretion.

3.2. Claiming a Reward in Your Account

To claim an available Reward, you must have in your Program account at least the number of valid and unexpired Spoons required for the desired Reward. Spoons will be subtracted from your account immediately when a Reward is claimed. Your oldest available Spoons will be subtracted first. All Reward claims are final. No returns or refunds of Spoons used to claim a Reward. In addition to these Terms, each reward is subject to terms and conditions

as stated on the specific Reward. Spoons accumulated on different Member accounts may not be combined or aggregated to claim Rewards.

3.3. Redeeming a Reward

To redeem a Reward on a purchase, you must either present the valid Reward on the App at a participating Salt & Straw scoop shop when paying for your order (for in-person transactions), or be logged into your MySaltandStraw account and follow the instructions to apply your Reward to a purchase (for in-App or website transactions). The value of the Reward you redeem may be applied to the item itself or as a discount proportionally across all items in the order for which you use the Reward, based on the type of Reward. You are responsible for applicable sales tax, which may vary based on the item(s) in your total order. Limit one Reward redemption per transaction. A Reward for the value of a free menu item can be redeemed with no additional purchase required. Some offers may not be exercised in combination with redeeming Rewards.

3.4. Restrictions/Exclusions

A Reward for the value of a specific menu item can be redeemed only when the specific menu item is available at the participating scoop shop where you seek to redeem the Reward. For example, a Reward for a limited-time-only offering can be redeemed when the limited time only offering is available. If a menu item is discontinued or unavailable at a participating scoop shop, the holder of a valid Reward for the value of the menu item may be allowed to redeem the Reward for an alternate menu item of equal or lesser value, as determined by Salt & Straw's sole discretion.

3.5 Non-Participating Locations

A limited number of non-traditional Salt & Straw locations -- primarily in sports arenas and other entertainment venues -- but also possibly other locations, may not participate in the Program. Rewards cannot be redeemed at non-participating locations. For a current list of non-participating locations, click [here](#). Signage at non-participating locations also will disclose that they are not participating

IV. GENERAL

4.1. Binding Terms

By joining the Salt & Straw Rewards Program, you agree to be bound by these Terms and all terms applicable to your use of Salt & Straw's [websites](#) and [mobile app](#), including but not limited to Salt & Straw's [Privacy Policy](#), and the terms and conditions for [my.SaltandStraw.com](#) related to [arbitration of disputes](#) and [limitation of liability](#).

4.2. Modifications/Termination of Program or Terms

Salt & Straw reserves the right to cancel, modify, or restrict any aspect of the Program at any time, including, without limitation, the earning rate, conversion rate, and expiration policy for all Spoons and Rewards. Notification of changes will be given in the App and at my.SaltandStraw.com. Salt & Straw may make these changes even though such changes may affect the Member's ability to use Spoons or Rewards already accumulated. You are responsible for remaining knowledgeable about the Program Terms. Continued participation in the Program after any posted change(s) constitutes your acceptance of the change(s).

4.3 Account Balances

Salt & Straw reserves the right to determine the amount of Spoons in any Member's account based on Salt & Straw's internal records related to the Member's account. In the event that there is an inconsistency between the Spoons accrued in your account and what you believe you should have based on your purchase receipt(s), please contact us at support@thanx.com. Salt & Straw assumes no responsibility for errors caused by incorrect Member information. All decisions by Salt & Straw on reconciliation of account balances are final and binding.

4.4 Abuse by Member

Salt & Straw may revoke any Member's membership at any time if the Member engages in abuse of the Program, as determined by Salt & Straw in its sole discretion, or fails to follow these Terms. The sale of Spoons or Rewards is prohibited and may result in the confiscation or cancellation of your Spoons and/or Rewards as well as suspension or termination of your membership or MySaltandStraw account, which in each case shall be final and conclusive. Salt & Straw employs various internal and external fraud prevention tools to monitor fraudulent activity associated with Member accounts and may deduct Spoons or cancel Rewards if Salt & Straw determines, in its sole discretion, that Spoons or Rewards were obtained fraudulently or were associated with purchases made by someone other than the account holder. In addition, fraud or abuse relating to the accrual of Spoons or the claiming or redemption of Rewards may result in revocation of your membership in the Program and may affect your eligibility for participation in any other Salt & Straw programs.

4.5 Promotional Program Only

Spoons and Rewards are purely promotional offers, do not constitute property of any Member, are non-transferable, have no cash value, and cannot be redeemed for cash or gift cards. No portion of any qualifying purchase constitutes consideration paid for any

Spoons, Reward, or other promotional benefit. Any attempt to sell or otherwise redistribute Rewards is grounds for cancellation of such Rewards and of the offending Member's membership account.

4.6 Notice of Financial Incentive Retention of Personal Information

Salt & Straw collects personal information, such as your name, email address, phone number, and a password, to operate Salt & Straw Rewards and provide you with associated benefits. Members may also provide Salt & Straw with additional personal information if you choose to do so. We do not sell personal information we collect as part of the Salt & Straw Rewards program. We may disclose this personal information to the vendors who help us administer Salt & Straw Rewards, such as our payment processors.

You automatically opt into Salt & Straw Rewards when you sign up for a MySaltandStraw account. You can terminate your Salt & Straw Rewards and your MySaltandStraw account at any time by emailing us at support@thanx.com. Please note that both must be terminated together. You are not required to have a MySaltandStraw account or participate in Salt & Straw Rewards to order from us.