
CLEAN JUICE® Loyalty Program

Frequently Asked Questions

What is the CLEAN JUICE® loyalty program?

Welcome to the updated CLEAN JUICE loyalty program, launching May 27, 2026. Earn points for every qualified purchase at any of our participating CLEAN JUICE locations.

What are the benefits of being a loyalty member?

- All guests can join the CLEAN JUICE Loyalty program for Free!
- You will earn 2 points for every \$1 dollar spent on qualified purchases at participating locations.
- You will receive a free 12 oz made to order juice at a participating CLEAN JUICE location on your next visit as a reward just by joining the CLEAN JUICE Loyalty program!
- For every 200 loyalty points you earn, you will receive an Earned Reward good for your choice of either one free toast, one free 16 oz smoothie from the Balance and Glow category or one free 12 oz made to order juice at a participating CLEAN JUICE store. Once earned, you will automatically see the Earned Reward on your account.* Add-ons and boosts are extra and not included in the Earned Reward and will be charged separately, if applicable.
- As an opted-in loyalty member, you may also receive special promotions, coupons and invitations to exclusive events at CLEAN JUICE locations via email, text, SMS and push notifications.
- Your rewards are automatically saved to your loyalty account. To redeem your rewards, just provide your loyalty account number (i.e., your phone number linked to your loyalty account) at the time of purchase.

*You must provide your account number at the time of purchase to earn loyalty points. You will not earn points for payment of sales tax. Points converted into Earned Rewards will be deducted from your point balance upon issuance of the Earned Reward, regardless of whether you actually redeem them so make sure that you are redeeming your Earned Rewards!

Ok, how do I get started?

It's easy! There are a couple of ways to join the CLEAN JUICE loyalty program:

- Download the CLEAN JUICE app from the App Store or Google Play Store and create your account. There is no cost to download the app and you can begin using the app immediately.
- Sign up on our website <https://order.cleanjuice.com>.
- Note the sign up reward of a free 12 oz made to order juice will automatically download to your app within 24 hours of signing up.

How does CLEAN JUICE loyalty program work?

When you set up an account, you'll immediately start earning points for every qualified purchase you make at any of our participating CLEAN JUICE locations! Just make sure you identify yourself as a loyalty member on each visit (in store or online via the CLEAN JUICE app or website) so that your qualified purchase can be tied to your account.

What if I don't have a mobile device or don't want to have the CLEAN JUICE app on my phone?

You can still participate in the CLEAN JUICE Loyalty program on our website <https://order.cleanjuice.com>.

How do I know what rewards I've received?

If you have not told us that you don't want to hear from us, you may receive communications from us via your email address and/or your mobile phone via the CLEAN JUICE mobile app or text, SMS or push notifications. You can also check your account balance at any time either on the CLEAN JUICE app or by accessing your loyalty account on the CLEAN JUICE website and going to your "Profile." Remember, your personal mobile device settings are within your discretion. You can opt out of receiving push notifications at any time by adjusting the notification settings in your device or app settings. Opting out may limit your access to certain features and information. If you have any questions, you can always contact us at info@cleanjuice.com.

I have a reward; how do I redeem it?

It's super simple!

- **If you are at a participating CLEAN JUICE store**, let the team member know that you are a loyalty member and provide your loyalty account number (which is the 10-digit phone number linked to your loyalty account). You must order the menu item that is associated with the reward in order to redeem. When the team member enters your loyalty account number in the point-of-sale system to ring in your order, they will be able to view any available rewards you have earned and apply the reward to the product/menu item. For example, if you have a sign-up reward for a free 12 oz made to order juice available to use, you must give the team member your loyalty account number AND order a 12 oz made to order juice. The team member will be able to see the sign-up reward for a free 12 oz made to order juice on your loyalty account and apply it to your transaction.
- **If you are ordering online through the CLEAN JUICE website or through the CLEAN JUICE mobile app**, you must order the menu item associated with the reward before you will be able to redeem the reward. Remember, to redeem any reward, you must provide your loyalty account number and be recognized as a loyalty member for that transaction. For example, if you have a sign-up reward for a free 12 oz made to order juice and you are placing an order online at <https://order.cleanjuice.com> or through the CLEAN JUICE mobile app, you must be logged into your loyalty account and have provided your loyalty account number prior to starting your order. Next, your order must include a 12 oz made to order juice. Your sign-up reward will then be applied to that transaction and deducted from your total. If you order a large smoothie, you will not be asked if you want to redeem your sign-up reward because the menu items in your order did not match the reward. ***The menu item ordered must match the menu item that is associated with the reward you are redeeming.***

What is considered a qualified purchase for earning loyalty points?

Qualified purchases are based on actual dollars tendered for menu item purchases made at participating CLEAN JUICE locations excluding catering orders. The purchase of a CLEAN JUICE gift card is not a qualified purchase; however, purchases made at a participating CLEAN JUICE location using a CLEAN JUICE gift card are considered qualified purchases other than catering orders. Qualified purchases are determined by Clean Juice in its sole discretion and may be changed without notice. Redemptions of rewards and/or coupons and/or other promotions are also not qualified purchases. Points will be added to your account once your order is completed and the transaction is closed.

Do my loyalty points and rewards ever expire?

Yes, all offers do expire, although we do our best to give you enough time to redeem. Here is the expiration schedule for loyalty points and rewards:

- Sign-up rewards – 30 days from issue date.

- Birthday rewards – 30 days from issue date. Birthday reward is issued on the first day of your birthday month. You must have included your birthday on your account at least 48 hours prior to your birthday to receive the reward.
- Earned Rewards – 12 months from issue date. Your Earned Reward is earned once you accumulate 200 points (\$1 spent = 2 reward points). Points converted into Earned Rewards will be deducted from your point balance upon issuance of the Earned Reward, regardless of whether you actually redeem them so make sure you redeem your Earned Rewards!
- Coupons and other rewards we may send you on a periodic basis that are not Earned Rewards will expire on the date that is stated on the offer.
- Loyalty points generally will not expire subject, however, to changes, modifications, or cancellation of the program as outlined in our terms and conditions.

Can I use rewards to purchase a CLEAN JUICE gift card?

No. You cannot use rewards (event the Earned Rewards) to purchase CLEAN JUICE gift cards. Rewards are not cash and have no cash value.

Can I use any rewards in conjunction with other coupon offers?

No. Rewards cannot be combined with any other promotional offers or coupons and you can only redeem one reward in a single transaction.

Can I have more than one loyalty account?

Unfortunately, no. Multiple loyalty accounts per a single person may be merged at our discretion.

Can I use the loyalty app to earn and redeem rewards?

Yes! You will be able to earn loyalty points and redeem rewards when you provide your loyalty account number (which is the 10-digit phone number linked to your loyalty account) at the time of your purchase.

I forgot to provide my loyalty account on my last visit. Can I still get loyalty points for my purchase?

Yes! Simply contact us at info@cleanjuice.com and send us a copy of your receipt and your loyalty account number and we will be able to add the points to your account.

What about the rewards I earned from the previous program? Rewards earned in the previous CLEAN JUICE loyalty program prior to May 27, 2026 are still in your wallet with an expiration date of 1 year from the day they were earned.

How long does it take to get my Sign-up Reward? It can take up to 24 hours from when you registered your loyalty account for the sign-up reward to show up in your account.

Will I be able to earn loyalty points on purchases made between May 11, 2026 and the launch of the new CLEAN JUICE loyalty program? Unfortunately, you will not be able to earn loyalty points on purchases made between May 11, 2026 and the launch of the new CLEAN JUICE loyalty program. We apologize for this inconvenience and will be loading a special thank you offer on your CLEAN JUICE loyalty account.

If I am a current CLEAN JUICE loyalty member, will I have to download a new CLEAN JUICE app and sign up again? No. Your membership will be automatically converted to the new loyalty program and you will NOT need to download a new app or re-register.

If the above did not answer your question, check out our terms and conditions at <https://cleanjuice.com/website-terms-conditions/> or contact us at info@cleanjuice.com.

Please note that your use of and/or participation in the CLEAN JUICE loyalty program constitutes your acceptance of the complete terms and conditions of our loyalty program, which can be found at <https://www.cleanjuice.com/website-terms-conditions/>. The Company may, at any time, and at its sole discretion, modify the loyalty program terms and conditions, with or without notice. Such modifications will be effective immediately upon posting. You agree to review the loyalty program terms and conditions of use periodically, and your continued use of and/or participation in the CLEAN JUICE loyalty program following such modifications will indicate your acceptance of any modified terms and conditions of use. If you do not agree to any modification of the terms and conditions of use, you must immediately stop using and/or participating in the CLEAN JUICE loyalty program.