

Pronto Promotions, Membership, and Gift Certificates (Terms)

Audience: Pronto customers (customer-facing terms)

Purpose: Provide clear rules for promotions, membership, and gift certificates.

Promotions and promo codes

Eligibility

- Some promotions are limited to specific customers, storefronts, or regions.
- Promotions may have minimum order values or category restrictions.

Usage rules

- Promo codes typically apply once per order.
- Some promo codes cannot be combined with other discounts.
- A promotion may be disabled if it is expired, invalid, or not applicable to the order.

Expiration

- Expiration dates are listed in the offer details.
- Expired promotions cannot be reactivated.

Membership

Member Number

Some customers have a **Member Number** for membership benefits and identification in support scenarios.

Common membership benefits (examples)

- Free or reduced delivery fees on eligible orders

- Member-only promotions

Membership benefits vary by plan and region.

Gift certificates

What they are

Gift certificates are credits that can be applied to eligible orders at checkout.

Issuance sources

Gift certificates may be:

- Purchased by customers
- Issued as a recovery credit by support
- Issued as part of a marketing promotion

Redemption

- Gift certificates may require entering an external code (if provided).
- Gift certificates may be restricted by region or storefront category depending on the program.

Expiration and remaining balance

- Some gift certificates expire; check the certificate details.
- If a certificate supports partial redemption, the remaining balance can be used on a future order.

Support guidance

If a promotion or gift certificate doesn't apply as expected, contact support with:

- The promo code or gift certificate code (if available)
- The storefront name
- The order total and item count (approximate is fine)

