

JIMMY JOHN'S REWARDS™ TERMS & CONDITIONS

Last updated September 29, 2025.

These terms and conditions govern the Jimmy John's Rewards™ Loyalty Program. If you were a member of the Freaky Fast Rewards® program, you will be automatically enrolled in the Jimmy John's Rewards™ program.

GENERAL

Jimmy John's Rewards™ is operated by Jimmy John's Franchisor SPV, LLC (together with its affiliates, "Jimmy John's"). By accessing or participating in the Jimmy John's Rewards™ program ("Jimmy John's Rewards™"), you acknowledge and agree to be bound by these Jimmy John's Rewards™ Terms & Conditions (the "Rewards Terms"), in addition to the General Terms & Conditions listed above. IF YOU DO NOT AGREE TO THESE REWARDS TERMS, DO NOT PARTICIPATE IN THE JIMMY JOHN'S REWARDS™ PROGRAM. These Rewards Terms are a supplement to the General Terms & Conditions listed above, in addition to supplementing the Jimmy John's [Privacy Policy](#), and all other policies posted on www.jimmyjohns.com or any of its sub-pages, all of which are incorporated herein by reference. To the extent these Rewards Terms are inconsistent or incompatible with the General Terms & Conditions listed above, these Rewards Terms will supersede and prevail with respect to your use of Jimmy John's Rewards™.

SMS TERMS

Jimmy John's Rewards™ members can opt-in to SMS messages from Jimmy John's on the Jimmy John's app. Consumers may also enroll in Jimmy John's Rewards™ and opt-in to SMS messages from Jimmy John's by texting their email address to 88190. Users will opt-in to receive marketing and promotional messages for Jimmy John's loyalty program. Messages may pertain to promotional programs, new menu items, etc. Messages for this program will be sent from 88190 and begin with "Jimmy John's Message". Frequency of messages may vary. Message and data rates may apply. Subscribers can text HELP to 88190 for help, or contact Jimmy John's at [Give Us Your Feedback | Jimmy John's Gourmet Sandwiches](#) or [866-276-6302](tel:866-276-6302).

To opt-out of the text messaging program, text the keyword STOP, END, CANCEL, UNSUBSCRIBE, or QUIT to 88190 to cancel. After texting STOP, END, CANCEL, UNSUBSCRIBE, or QUIT to 88190 you will receive one additional message confirming that your request has been processed.

ELIGIBILITY

Jimmy John's Rewards™ is open to legal residents of the 50 United States of America and the city of Washington, D.C., provided, however, that Jimmy John's may, in its sole discretion and for purposes of conducting "beta testing" or otherwise offering a test phase, limit enrollments using geolocation technologies in order to restrict enrollment to specific markets. Jimmy John's Rewards™ is intended for personal use only. Commercial use is prohibited. Jimmy John's Rewards™ is not targeted toward, nor intended for use by, anyone under the age of 13. If you are between the ages of 13 and 18, you may only participate in Jimmy John's Rewards™ under the supervision of a parent or legal guardian who agrees to be bound by these Rewards Terms.

HOW JIMMY JOHN'S REWARDS™ WORKS

Jimmy John's Rewards™ is a customer loyalty program that allows a Member (as defined below) to receive and redeem Jimmy John's Rewards™ loyalty points ("Points") for Rewards (as defined below). Members begin earning Points upon the first presentation of a digital Jimmy John's Rewards™ account or by providing the phone number associated with their Jimmy John's account at the time of a qualifying order on or after September 29th, 2025. No business entities, third-party aggregators, organizations, or groups may register for the Program or receive Points (as defined below). Jimmy John's reserves the right to limit participation and enrollment at any time.

HOW TO ENROLL

If you do not have an active Jimmy John's account, you can create a Jimmy John's account and join Jimmy John's Rewards™ by clicking "Create an Account" in the Rewards section of the Jimmy John's mobile app, by visiting <https://www.jimmyjohns.com/rewards>, or by visiting any participating Jimmy John's location.

Registration may require you to provide your first name, last name, date of birth, email address, phone number, username, password, and marketing preferences. The use of this information will be governed by Jimmy John's Privacy Policy.

HOW TO RECEIVE POINTS IN JIMMY JOHN'S REWARDS™

1. No Points may be earned until you enroll in Jimmy John's Rewards™.
2. To receive Points, you must purchase Qualifying Products (as defined below) at a participating Jimmy John's store location and order through the Jimmy John's App,

Jimmy John's Website or scan your Jimmy John's Rewards™ ID and pay with a payment method available in the Jimmy John's app or cash (a "Qualifying Purchase").

3. Not all Jimmy John's stores participate in Jimmy John's Rewards™.
4. Jimmy John's Rewards™ members ("Members") receive ten (10) Points for each dollar (\$1) spent on Qualifying Products, exclusive of sales tax, service fees and any discounts.
5. Bonus points may be offered from time to time based on geographic location or Program activity (e.g. the purchase of certain Qualifying Products during certain time periods or making Qualifying Purchases using Mobile ordering). Bonus Points are provided at the base rate of ten (10) points for each dollar (\$1) spent. Points for such activities will be awarded as described in the applicable offer and will be subject to any additional terms set forth with that offer. Jimmy John's is under no obligation to provide Members with any particular number of Point opportunities or special offer.
6. Qualifying Products are all Jimmy John's food and beverage products purchased at participating Jimmy John's locations in the manner provided in these terms. Qualifying Products exclude the purchase or reload of a Jimmy John's Gift Cards, Reward Coupon Redemptions, and purchases on the JJ Store at store.jimmyjohns.com. You will not receive Points for any amounts paid in delivery fees, surcharges, tips, sales, use or other transactional taxes.
7. To accrue loyalty points through group ordering, you must be logged into your account at the time of purchase. Only the individual who completes payment will receive points for the transaction. If the order is paid in full by the host, the host will earn points based on the entire subtotal. If payment is split, points will be accrued based on the subtotal amount each logged-in participant pays.
8. If you cancel a qualifying order, such order will not be considered for purposes of earning any Points.
9. Point balances will be available in your account on the Website and in the Jimmy John's App. In certain cases, it may take twenty-four (24) hours or more after a Qualifying Purchase for Points to be available.
10. From time to time, participating Jimmy John's store locations may experience system unavailability and cannot process a Jimmy John's Rewards™ transaction and Points will not be recorded. Members can contact Customer Care to request that

Customer Care manually enter the points for the transaction into the Member's account. The Customer Care Team can be contacted at 1-866-276-6302.

11. Orders made through third-party delivery platforms (e.g. Doordash, Grubhub, UberEats, etc.) may not qualify as purchases toward member status or receipt of Points. These purchases are also not eligible to receive Points as a missed transaction request.

HOW TO CONVERT POINTS TO REWARDS

1. Points may be converted to Rewards, which consist of select Jimmy John's food and beverage items. The number of points required for select food and beverages will be outlined in the reward catalog, which is available in the Jimmy John's app and on jimmyjohns.com ("Website") and may be changed from time to time. Members must have enough available Points in their account to convert them into the desired Reward. Points accrued by a Member in any purchase or transaction may only be converted to Rewards in a separate, subsequent purchase or transaction.
2. Points can be converted to Rewards in the Jimmy John's App or on the Website.
3. Points must be used within 365 days from the date they are accrued, or they may expire.
4. To convert Points to a Reward in the Jimmy John's App or Website, go to the rewards catalog and select the Reward you wish to activate. The Reward will be added to your account.
5. Points will be subtracted from the Member's account immediately when a Reward is requested based on the total Points for the requested Reward. Points will be restored to a Member's account only in the event Jimmy John's determines, in its sole and absolute discretion, that the Reward requested by that Member is unavailable or cannot be delivered. Jimmy John's reserves the right to limit the redemption of specific Rewards and limit the number of Rewards available.

HOW TO REDEEM & TRACK REWARDS

1. Redeem any available Reward at participating Jimmy John's restaurants when logged into your Jimmy John's account on www.jimmyjohns.com or in the Jimmy John's mobile app, by providing your Jimmy John's Rewards™ Pass when visiting a participating Jimmy John's Gourmet Sandwiches restaurant, or by providing the phone number associated with your Jimmy John's account when visiting or calling a participating Jimmy John's Gourmet Sandwiches restaurant.

2. Multiple Rewards may not be redeemed in a single order.
3. Once a Reward has been applied, it is non-refundable.
4. Rewards can be redeemed and earned on Group Orders by the person paying for the order (either a host paying for the whole Group Order or a participant paying for their own order).
5. Rewards may not be redeemed in combination with other promotions, special offers, discounts or coupons.
6. The Reward must be used within the time frame specified for that Reward or it may expire. Rewards are valid for 30 days from date of activation of a Reward. Redemption of Rewards is subject to availability of the selected Rewards at the time of redemption. Partial Rewards will not be issued. If the entire value of a Reward is not used when redeemed, the remaining balance will be forfeited, no remaining balance will be refunded nor will any remaining balance be available for application toward future orders.
7. Other promotional Rewards may be available from time to time and may have different expiration dates which will be outlined in the Reward. Rewards issued by Jimmy John's on a periodic basis may not be identified to you in advance. Jimmy John's has the sole discretion to determine Rewards, including if and when they will be issued. Rewards are subject to change or substitution without notice. Number, type and frequency of Rewards are based upon several factors, including, without limitation, the frequency of orders, the volume and type of purchases made, and Jimmy John's Rewards™ usage.
8. Points, Rewards and Member benefits may not be gifted, purchased, sold, bartered, brokered or otherwise transferred. Rewards are not gift certificates. Rewards are promotional and have no cash value. Rewards may not be exchanged for cash, any cash equivalent or any other products, or combined with other discounts or coupons. Jimmy John's has no responsibility to retroactively apply Rewards or use of the Jimmy John's Rewards™ program.
9. Attempts to redeem single use offers and verification codes for Rewards multiple times or through multiple users constitutes fraud and may result in the termination or suspension of your account.
10. Participants can view and track qualifying orders and available Rewards by logging into your Jimmy John's account at online.jimmyjohns.com/rewards or via the Jimmy

John's mobile app, or by providing the phone number associated with your Jimmy John's account when visiting or calling a participating Jimmy John's location.

SPECIAL OFFERS

In addition to Rewards, Jimmy John's may from time to time in its sole discretion make available to participants the ability to earn additional Rewards through special challenges or other promotions, or to earn other prizes or program benefits. The terms and conditions applicable to any such Rewards, challenges, promotions, prizes or benefits will be determined by Jimmy John's in its sole discretion and communicated to participants in conjunction with any such offers. Because any terms and conditions associated with any special offers under Jimmy John's Rewards™ may be different from or in addition to provisions of these Reward Terms, you should read any such special offer terms and conditions carefully before participating in any special offer.

HOW TO REDEEM ENROLMENT OFFER

Enroll in Jimmy John's Rewards™ program and receive a free sandwich after making your first qualifying purchase. This offer is available to new Jimmy John's Rewards™ members who enroll in the program and make a qualifying purchase of \$5.00 or more (excluding taxes, fees, and discounts) at participating Jimmy John's locations.

A qualifying purchase is any order totaling \$5 or more before taxes, fees, and discounts. Gift card purchases do not count toward the qualifying purchase amount. After completing a qualifying purchase, the free sandwich reward will be automatically added to the member's Jimmy John's Rewards™ account within 24 hours. The free sandwich reward must be redeemed within 30 days of issuance. The reward is valid for one regular-sized, original sandwich.

HOW TO REDEEM BIRTHDAY OFFER

Active Jimmy John's Rewards™ members who meet the eligibility criteria will receive a free birthday sandwich reward. If eligible, the free birthday sandwich reward will be automatically added to your Jimmy John's Rewards™ account on your birthday. The free birthday sandwich reward must be redeemed within 30 days of issuance. The reward is valid for one regular-sized, Original sandwich.

To qualify for the birthday reward, you must:

1. Be an active Jimmy John's Rewards™ member.

2. Have made at least one qualifying purchase within the last six (6) months prior to your birthday.
3. Have your birthdate entered in your rewards account at least 14 days before your birthday.

LIMITATIONS, RESTRICTIONS AND OTHER TERMS

You have no ownership interest in any Rewards. Your Jimmy John's Rewards™ account and any accumulated Rewards are personal to you and may not be sold, transferred or assigned to, or shared with, family, friends or others, or used by you for any commercial purpose. You may have only one Jimmy John's Rewards™ account.

Jimmy John's determinations of participant eligibility or any questions or disputes arising under the Jimmy John's Rewards™ Program, these Rewards Terms or any other Jimmy John's Rewards™ program rules or restrictions shall be final and binding and not subject to challenge or appeal. Nothing in these Rewards Terms will limit Jimmy John's from exercising any rights or remedies it may have hereunder, at law, or in equity.

Without notice to you, Jimmy John's reserves the right to suspend or terminate any Jimmy John's Rewards™ account and/or your participation in Jimmy John's Rewards™ if Jimmy John's determines in its sole discretion that you have violated these Rewards Terms, you have more than one (1) Jimmy John's Rewards™ account, or that the use of your Jimmy John's Rewards™ account is unauthorized, deceptive, fraudulent, unlawful, or intentionally subverts the purposes of these Rewards Terms. Jimmy John's may, in its sole discretion, suspend, cancel or combine accounts that appear to be duplicative. In the event that your account or your participation in Jimmy John's Rewards™ is terminated, then all accumulated Rewards in your account are void and will be deemed forfeited. You are responsible for all activity on your Jimmy John's Rewards™ account.

Without notice to you, Jimmy John's reserves the right to terminate or suspend your Jimmy John's Rewards™ account in the event that your account is inactive for more than one year.

There are no membership fees associated with Jimmy John's Rewards™, although use of online services in conjunction with participation in Jimmy John's Rewards™ programs may result in data charges, internet access fees or similar expenses.

Jimmy John's is not responsible for any problems or technical malfunction of any telephone network or lines, computer online systems, servers, or providers, computer equipment, software, failure of any e-mail as a result of technical problems or traffic congestion on the Internet or at any website, or any combination thereof, including, without limitation, any resulting error in computing qualifying orders or any unavailability of Rewards, or any injury

or damage to any participant's or any other person's computer or mobile device related to or resulting from participation in Jimmy John's Rewards™. If, for any reason, the Jimmy John's Rewards™ program is not capable of running as planned, including due to errors of any kind or nature, infection by computer virus, bugs, tampering, unauthorized intervention, fraud, technical failures, or any other causes beyond the control of Jimmy John's which corrupt or affect the administration, security, fairness, integrity or proper conduct of any Jimmy John's Rewards™ program, Jimmy John's reserves the right in its sole discretion to cancel, terminate, modify, or suspend the Jimmy John's Rewards™ program or otherwise respond to the circumstances as Jimmy John's deems appropriate.

CHANGES TO JIMMY JOHN'S REWARDS™

Jimmy John's reserves the right to change, update and/or discontinue, in whole or in part, Jimmy John's Rewards™ or any portion of the program, all or any portion of these Rewards Terms, and/or any policy, FAQ, guidelines or disclosures pertaining to Jimmy John's Rewards™, at any time in its sole discretion and without advance notice to you or any other participants. Unless otherwise specified, any changes or modifications will be effective immediately upon posting the revisions to our terms, and you waive any right you may have to receive specific notice of such changes or modifications. Such changes may affect previously accumulated Rewards. If we change or modify the Rewards Terms, we will revise the "last updated" date located at the top of these Rewards Terms. Your participation in Jimmy John's Rewards™ confirms your acceptance of these Rewards Terms and any such changes or modifications; therefore, you should review these Rewards Terms and applicable policies and FAQs frequently to understand the terms and conditions that apply to Jimmy John's Rewards™. If you do not agree to the revised Rewards Terms, you must stop participating in Jimmy John's Rewards™.

LIMITATIONS ON LIABILITY

UNDER NO CIRCUMSTANCES SHALL JIMMY JOHN'S BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE JIMMY JOHN'S REWARDS™ PROGRAM, ANY REWARDS OR THESE REWARD TERMS EVEN IF JIMMY JOHN'S HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BY PARTICIPATING IN THE JIMMY JOHN'S REWARDS™, YOU AGREE THAT JIMMY JOHN'S HAS NO RESPONSIBILITY OR LIABILITY FOR ANY EXPENSE, LOSS, COST, INJURY, DAMAGE, OR ANY OTHER MATTER OR THING WHATSOEVER, HOWEVER SUFFERED OR CAUSED DIRECTLY OR INDIRECTLY ARISING OUT OF OR RELATED TO THE JIMMY JOHN'S REWARDS™ OR THESE REWARDS TERMS, INCLUDING WITHOUT LIMITATION: (I) ANY FAILURE, DELAY OR DECISION BY JIMMY JOHN'S IN ADMINISTERING THE JIMMY JOHN'S REWARDS™ OR THESE REWARDS TERMS, INCLUDING REVISIONS THERETO; (II)

UNAUTHORIZED USE BY ANY THIRD PARTY OF YOUR JIMMY JOHN'S REWARDS™ ACCOUNT; OR (III) THE LOSS, THEFT, OR DELAYED NOTIFICATION OF ANY REWARDS ISSUED UNDER THE JIMMY JOHN'S REWARDS™ OR THESE TERMS. ANY LIABILITY JIMMY JOHN'S MAY HAVE TO YOU FOR ANY NEGLIGENCE, BREACH OF CONTRACT, OR OTHER CLAIM, IS LIMITED TO CREDITING YOUR JIMMY JOHN'S REWARDS™ ACCOUNT WITH THE REWARDS SO DETERMINED TO BE EARNED BY YOU. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THEREFORE SUCH EXCLUSIONS MAY NOT APPLY TO YOU.