

Online Redemption of Blackbird Points for Rewards

We are excited to announce that we are implementing a **temporary** system which will allow patients to redeem their Blackbird Points for Reward coupons to reduce the cost of an overall order. You will need to login to your Blackbird account and place your orders [online](#) in order to access these coupons. If you do not have a Blackbird account already, click [here](#) for instructions on setting up an account.

If you need extra assistance, our customer service team is happy to help and are available at the following number: [844-283-9333](tel:844-283-9333), [option 4](#).

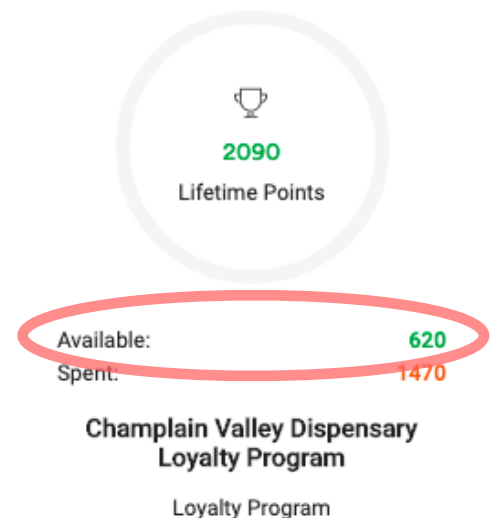
– Instructions for Redeeming a Reward Coupon Online –

Points for Credit Coupon System:

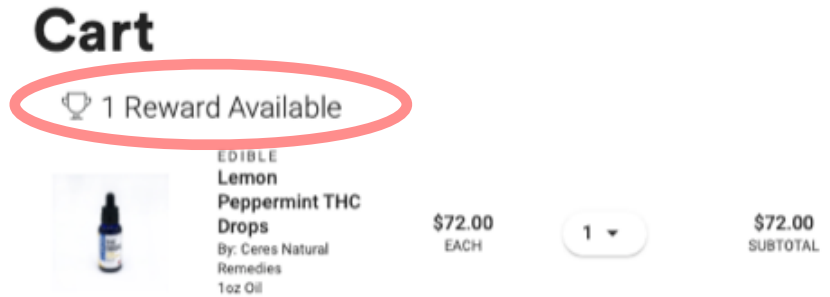
- 100 Reward Points = \$10 off Coupon
- 200 Reward Points = \$20 off Coupon
- 300 Reward Points = \$30 off Coupon
- 400 Reward Points = \$40 off Coupon
- 500 Reward Points = \$50 off Coupon

Instructions for Adding a Coupon to Your Online Order:

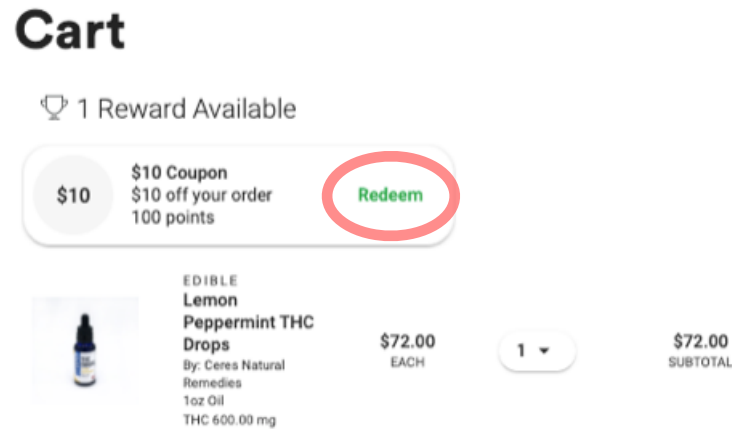
- To redeem a coupon online, place your order as usual using our Blackbird system.
- If you would like to see how many points you currently have on your account, select the “Rewards” tab at the top right of the product menu – you should see two tabs, Products and Rewards. Your “available points” are what count towards your coupons.



- When all the items you would like to purchase have been added to your cart, click the “Reward Available” notification at the top left of your cart.
- A drop down menu will appear and show you the coupons that are available to you based on your point total.



- Select “Redeem” for the Coupon that you would like to apply. This will automatically take the points off of your account and reduce your dollar amount order total. Please note that the “Order Summary” in Blackbird will **not** reflect the actual total because it does not include any other discounts (Veteran’s, Financial Assistance, etc.) or surcharges that are processed through our POS software. A customer service agent will confirm your final, accurate order total with you over the phone when your order is ready.



Due to the limited functionality of the software and the increased workload necessitated by our COVID-19 procedures, we are not able to process these coupons for phone orders. These two factors also limit our ability to process Reward Points for the redemption of *product-specific* rewards.

If you would like to hold onto your Reward Points until we are able to relaunch our *product-specific* rewards program, feel free to do so. Your Reward Points will **not** expire and will continue to grow with each visit.

Thank you for your continued patience as we work to create new systems to support you during these challenging times.

