

Domino's Delivery Insurance Program
TERMS AND CONDITIONS
(UPDATED ON 7/28/20)

Domino's will be offering "Delivery Insurance Points" to customers who are not completely satisfied with their Domino's delivery order, are enrolled in the Piece of the Pie Rewards® loyalty program and timely report an issue online describing their unsatisfactory experience. Domino's may modify or cancel the Delivery Insurance Points Program at any time, in its sole discretion.

1. Eligibility: Domino's Delivery Insurance Program (the "Offer") is open to consumers located in the fifty (50) United States (including D.C.), thirteen (13) years of age or older (herein "Participants") who have placed and received a Domino's delivery order. Participants will learn about this Offer on the order confirmation email, on the order confirmation page, the [online Domino's Tracker® page](#) and where Participant ordered using the Domino's mobile app through the Domino's Tracker page within the mobile app. Void where prohibited.

2. How to Receive Delivery Insurance Points or a Percentage Off Coupon ("the Reward"):

- (a) Place a Domino's delivery order from your local participating Domino's location.
- (b) After receiving your delivery, if you are not completely satisfied with it you may report an issue by following the links and instructions located on the order confirmation page or through Domino's Tracker®. You will be required to submit your email address along with answers to questions about why you are reporting an issue with your delivery.
- (c) Issues may be reported after you have received your order and no later than sixteen (16) hours after the time that you originally submitted your order.
- (d) You must be a member of the Piece of the Pie Rewards® loyalty program to receive Delivery Insurance Points. If you are not a member, you must enroll within seven (7) days after you report an issue to receive the Delivery Insurance Points. Failure to timely enroll will result in forfeiture to receive the Delivery Insurance Points or to later request a percentage off coupon. However, when you first report the issue, you may alternatively select to receive a coupon redeemable for a percentage discount off the menu price of a future online order. You do not have to enroll in the Piece of the Pie Rewards loyalty program to receive the coupon.
- (e) Alternatively, Sponsor in its sole discretion, may initiate a Delivery Insurance Offer by notifying you with an offer to claim either sixty (60) Delivery Insurance Points or to accept a percentage off coupon. Sponsor may offer a coupon code redeemable for a specific percentage off the menu price of a future online order or a specific percentage off the menu price of any pizza (applies to pizzas ordered only) in a future online order. The details of the offer will be included in the email communication. Participant will have seven (7) days to claim the Delivery Insurance Points or percentage off coupon and must be a Piece of the Pie Rewards® loyalty program member to receive Delivery Insurance Points when Participant claims this Reward offered.

3. The Reward: Within approximately 24-48 hours of Sponsor's verification of your report or a claim of their offer, sixty (60) Delivery Insurance Points will be added to your Piece of the Pie Rewards account or if selected, a "percentage" off coupon will be emailed to the email address included when reporting the issue.

Delivery Insurance Points function just like points that you can earn through a qualifying purchase as set forth in the [Piece of the Pie Reward Loyalty Program Terms and Conditions](#). Delivery Insurance Points will expire one (1) month from the date they are made active in your account. Delivery Insurance Points may be combined with rewards points earned through the Piece of the Pie Rewards loyalty program for redemption. Delivery Insurance Points will automatically be used before any other points in a member's account during the redemption process.

The percentage off coupon must be used within 60 days of its issuance, may not be used with other coupons, and is subject to terms and conditions set forth in the email.

Reward Limits: Participants can receive up to four (4) Rewards each year. Specifically, a Participant may receive one (1) Reward in each period listed below:

Period	Dates
Quarter 1	December 30, 2019 – March 22, 2020
Quarter 2	March 23, 2020 – June 30, 2020
Quarter 3	July 1, 2020 – September 30, 2020
Quarter 4	October 1, 2020 – December 31, 2020

There is no limit to the number of Rewards that may be initiated at Sponsor's discretion. Multiple Participants are not permitted to share the same Piece of the Pie Rewards account. Any attempt by a Participant to obtain more Rewards than described above by using multiple/different accounts or any other methods of earning deemed fraudulent in Sponsor's discretion, may disqualify the Participant from further participation in this Offer.

4. Sponsor: Domino's National Advertising Fund Inc., 30 Frank Lloyd Wright Drive, Ann Arbor MI 48105.

5. Release: By participation in this Offer and receipt of any Delivery Insurance Points or a percentage off coupon, Participant agrees to release and hold harmless Sponsor, and its subsidiaries, affiliates, suppliers, distributors, advertising/promotion agencies, and parent company and their officers, directors, employees and agents (collectively, the "Released Parties") from and against any claim or cause of action, including, but not limited to, personal injury, death, or damage to or loss of property, arising out of participation in the Offer or receipt or use or misuse of the Delivery Insurance Points or a percentage off coupon.

6. General Conditions: Sponsor reserves the right to cancel, suspend and/or modify the Offer, or any part of it, if any fraud, technical failures, human error or for any reason as determined by Sponsor in its sole discretion. Sponsor reserves the right in its sole discretion to disqualify any Participant it finds to be tampering with the operation of the Offer or to be acting in violation of these Terms and Conditions, the Terms and Conditions of the Piece of the Pie Rewards loyalty program or acting in a disruptive manner. Any attempt by any person to deliberately undermine the legitimate operation of the Offer may be a violation of criminal and civil law, and, should such an attempt be made, Sponsor reserves the right to seek damages from any such person to the fullest extent permitted by law. Sponsor's failure to enforce any term of these Terms and Conditions shall not constitute a waiver of that provision.

7. Participant's Personal Information: Information collected from participation is subject to Sponsor's Privacy Policy <https://order.dominos.com/en/pages/content/content.jsp?page=privacy>.

8. Offer Governed By Domino's Piece of the Pie Rewards Loyalty Program: The [Terms and Conditions](#) of the Piece of the Pie Rewards loyalty program including those relating to point use are incorporated herein by reference. Where a conflict between the Domino's Piece of the Pie Rewards Terms & Conditions and these Offer Terms and Conditions exists, these Offer Terms and Conditions will govern.

Insurance coverage for this Offer applies exclusively to Domino's Pizza LLC, its affiliates, and independent franchisees.