

POKÉ PERKS

TERMS & CONDITIONS

Mr. Poké Rewards Program

These Poké Perks Terms & Conditions (“Terms”) describe the general rules for participating in the Mr. Poké loyalty rewards program (“Poké Perks”). By enrolling in or using Poké Perks, a member agrees to these Terms.

1. Membership & Eligibility

Poké Perks is free to join. Members are responsible for providing accurate account information and for maintaining access to their account. Membership is intended for individual, personal use and may not be sold, transferred, shared, or used for unauthorized commercial purposes.

2. Earning Points

Members earn 10 points for each \$1 spent on qualifying purchases made in-store or through Mr. Poké’s official direct online ordering website. Purchases made through third-party delivery or ordering platforms, including DoorDash and Uber Eats, are not eligible to earn Poké Perks points. Points are generally based on the qualifying purchase subtotal and may exclude taxes, tips, fees, discounts, gift card purchases, and other non-qualifying charges or transactions. Points may take time to appear after a purchase.

3. Redeeming Rewards

Available rewards and required point amounts are shown in the Poké Perks rewards menu. Members must have enough points in their account to redeem a reward. Poké Perks rewards may be redeemed in-store or through eligible Mr. Poké direct ordering channels where redemption is available. Rewards cannot be redeemed through third-party delivery or ordering platforms, including DoorDash and Uber Eats. Rewards have no cash value, cannot be exchanged for cash, and may not be combined, transferred, resold, or substituted except where Mr. Poké expressly allows it. Product availability may vary.

4. Current Reward Levels

Reward options may include bottled water or soft drinks, miso soup, brew tea or sides, double protein, fruit tea or lemonade, milk tea, seaweed salad, Mini Poké, Regular Poké, Large Poké, and qualifying bowl-and-drink rewards. Current point values and eligible items displayed in the Poké Perks program at the time of redemption control if they differ from older promotional materials.

5. Welcome Bonus

New members may receive 100 welcome bonus points after their first qualifying purchase, subject to the requirements and timing stated in the applicable offer. Limit one welcome bonus per eligible member/account unless otherwise stated.

6. Birthday Reward

Eligible members may receive a birthday reward, currently planned as one free Milk Tea without topping. Birthday rewards are subject to account eligibility, availability, redemption period, and any conditions shown with the reward. Mr. Poké may change the birthday reward from time to time.

7. Bonus-Point Promotions

Mr. Poké may offer limited-time bonus-point events, including Double Points Tuesday. Promotional earning periods, eligible purchases, dates, times, and other conditions will be stated with the applicable promotion. Unless otherwise stated, bonus offers cannot be combined with other bonus-point promotions.

8. Returns, Refunds & Adjustments

If a qualifying purchase is refunded, canceled, reversed, or adjusted, Mr. Poké may deduct points previously earned from that transaction. Mr. Poké may also correct point balances when points were awarded or deducted in error.

9. Points & Account Activity

Points are promotional loyalty benefits and are not property, cash, or stored value. Any point-expiration policy, if applicable, will be disclosed in the program or communicated to members. Members should review their account periodically and contact Mr. Poké regarding suspected point errors within a reasonable time.

10. Misuse & Fraud

Mr. Poké may suspend, restrict, or terminate an account and cancel points or rewards when it reasonably believes there has been fraud, abuse, manipulation, duplicate accounts used to obtain unauthorized benefits, or other misuse of the program.

11. Program Changes or Termination

Mr. Poké may modify reward options, point requirements, earning rules, promotional offers, eligibility requirements, or other Poké Perks features. Mr. Poké may also suspend or discontinue the program. When practical, material changes will be communicated through the website, program interface, email, or other reasonable means.

12. Privacy

Participation in Poké Perks may require collection and use of account and transaction information to operate the program, provide rewards, communicate with members, and administer promotions. The handling of personal information is also subject to Mr. Poké's applicable Privacy Policy.

13. Contact

Questions about Poké Perks, point balances, or rewards may be directed to Mr. Poké through the contact information provided on the official Mr. Poké website or at the restaurant.

Last updated: August 18, 2026

Business-use draft. Review with qualified legal counsel if you want legal advice or need terms tailored to specific state, privacy, tax, or promotional requirements.