Eclips FAQs

How can I participate in Eclips coupons

To participate, you must have:

1. Access to the internet

2. An online account registered on www.marianos.com with your Mariano's Rewards Card number attached.

PLEASE NOTE:
Your Mariano's number (located on the back of the card) must begin with a"48", exclude spaces, periods, dashes or other non-numeric characters, and cannot be your phone number.

If you do not have a Rewards Card or your card number has an older expired number (doesn't begin with a "48"), please visit the customer service desk at your store to get your FREE Mariano's Rewards Card or you may request one on the website.

If you forgot your card number, it may not be necessary to get a new/replacement card. If you use your **Alternate ID** at the check-out, your card number is printed on your receipt. You may also call 1-866-742-6728 to ask one of the Customer Experience agents retrieve the number for you.

Only one Mariano's Rewards Card number may be associated with an Online account and therefore only the card on the account will have the Eclips coupons selected loaded to it. Any linking of accounts or "householding" will not apply to the digital program.

What if I already have an online account?
If you already have an online account with your Rewards Card information: You are ready to go! To select your Eclips Coupons, log in to your account and then select the offers you'd like to add to your card by clicking on the Clip Coupon button within the coupon.

If you already have an online account BUT DO NOT have your Rewards Card information associated with it: click on "sign in" to login to your online account (if not yet logged in) then click on the "My Account" button located at the top left of the homepage then click on "add my Mariano's card" . Please note that the Rewards Card number you associate with your account must begin with a "48," exclude non-numeric characters, and not be your telephone number. Once your Rewards Card information has been added to your online account, you will be able to load offers directly to your card as outlined below.

How do I know if the Eclips coupons are loaded on my card?

When you click on "clip coupon" within the offer, it will change in color and say "clipped". You are now ready to shop.

What if I don't have an online account?

Go to www.marianos.com and select the "Register" link at the top of the page and walk through the quick online account registration process. If you have a valid Mariano's Rewards Card number, but no longer have the physical card, you can use your **Alternate ID** at checkout, your receipt will have the card number printed on

it. You may also call 866-742-6728 to have one of the Customer Experience agents look up your number. If you do not have a card number that fits these requirements, you will need to get a new card at your local store or request an eCard.

How do I get a Rewards Card?

Please visit the customer service desk at your local store for a Rewards Card or you can request an eCard by clicking on "get an eCard" on the second page or registration. Each customer should be using one valid card.

What is an eCard?

An eCard is a virtual rewards card that works with your **Alternate ID** at checkout. You can request an eCard during registration by clicking on "get an eCard" on the second page of that process.
If you have already registered but have not linked a card to your online account, please sign in with the email and password you chose, then click on **My Account** at the top left of the page, then "get an eCard" and one will be assigned to you. When you shop, you will enter your **Alternate ID** to access your eCard. You will not get a card in the mail.

Eclips Guidelines

How can I see all available offers that I can load to my Rewards Card?

You can view all available Eclips offers loaded by logging into your online account and click on the Ad/Coupons tab at the left of the homepage and choose the "coupons" tab. Once You click on the "clip coupon" tab within the desired coupons you can see all the offers loaded by clicking on "show clipped coupons" on the right side of the coupons page.
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Can I print or email a list of the coupons on my card?

Yes, you can manage your coupons/account list by clicking on the "list" function on the right side of the coupons page. There you will see the options to manage your shopping list.

How long does it take until the coupons are active on my card?

Coupons are loaded immediately and will work within 15 minutes of loading at the store.

How will I know if my coupons were deducted from my purchases?

Eclips coupons will appear at the end of your order along with your other coupon deductions. Please allow the cashier to complete your order before viewing the deductions at the end of the register receipt.

What happens if my discount did not apply when I purchased my product at the store?

If your discount was not applied to your order, please login to the website and click on "Coupon Help" on the right side of the coupons page to reach our research team for assistance.

How do I know when the offers expire?

Our Eclips coupons expire at various times. The offer expiration date can be found within the image of the coupon and will also transfer to the "list" function once they've been added.

Can I remove Eclips coupons from my Rewards Card without spending them? ·

No, Eclips coupons are not removable from your Rewards Card at this time.

Do I need to remove expired coupons from my card?

No, you will not need to remove expired coupons from your card. Once coupons have expired, they will no longer be active on your card.

Can I load the same offers onto different Rewards cards?

Offers may be clipped and loaded to one card number per online account. Account linking or "householding" is not available in the Eclips program, therefore if more than one member of yõur household has a card, each card holder will need their own online account, and will need to load coupons separately to their card. Only one card scan will be allowed per transaction.

Can I use my Eclips coupons at any store location?

Your Eclips coupons will work at any Mariano's store location in Illinois.

I used some of my Eclips coupons but they're not showing up as "Redeemed"

When an Eclips coupon is used, it will appear on the bottom of your receipt and will change online from "clipped" to "redeemed" the next business day.

 Troubleshooting Your Online Account

Eclips coupons rules can be seen on the Coupon Policy link located at the bottom of the page.

Can I use paper coupons as well as Eclips coupons on the same item?

Manufacturers coupons are limited to one per item. If an attempt is made to use both paper and Eclips coupons on the same item, only the paper coupon will apply. Different rules apply for store coupons. Please review the coupon policy, link is at the bottom of the page.

Do card Eclips coupons double?

No, when our stores hold a DoubleDaze , doubling will only occur on printed/paper manufacturers' coupons.

What do I do if I can't find an Eclips item in my store?

Our stores worked extensively to make sure we carry all items that have offers available, but not all items featured in the digital coupons section are available at all stores at all times. Selection and quantity available varies by store.

When would an Eclips coupon not be eligible?

Eclips manufacturers offers are not eligible for the same item when used in conjunction with paper manufacturers coupons. If an attempt is made to redeem both on one item, only the paper coupon will apply.

Privacy
How does Roundy's protect my privacy?

Please see our Online Privacy Statement.

Contact Us at 866-742-6728 with questions about our Eclips coupons including online registration and maintaining your online account.

Where can I find assistance with any issues not covered above?
We have a research team that would be happy to assist you with any issues encountered
while using our Eclips program. Log into your online account and click on "Coupon Help" on the right side of the coupons page and please provide as much detail as possible when submitting your request.