

Shipt

For TruMark Financial Classic and Rewards Visa[®] cardholders

Same-day delivery from a variety of stores you love

Enroll your TruMark Financial Classic or Rewards Visa credit card to enjoy one month of free Shipt membership, then three months of membership at 50% off, with free delivery on orders \$35+.*

- Get groceries, household essentials, and more delivered in as soon as one hour
- Order from a variety of your favorite local stores as well as national retailers like Bed Bath & Beyond, CVS, and Target
- Shipt Shoppers strive to get your order right – they can even accommodate special requests and last-minute changes

*Free delivery applies to orders over \$35 as part of a Shipt membership. Orders with alcohol may incur a \$7 alcohol fee. Additional terms apply. To see a full list of Offer Terms, visit [shipt.com/offer-terms-for-visa](https://www.shipt.com/offer-terms-for-visa).

Terms & Conditions

Offer valid from 9/17/2021 through 12/31/2024 (“Term”). Cardholders enrolling during the Term with a qualifying Visa Traditional card (“Card”) receive a free Shipt membership for 1 month, then 50% discount on monthly Shipt membership for 3 months, which (i) includes waived delivery fees on orders over \$35 (“Offer”) and (ii) is only redeemable through Shipt web application at [shipt.com](https://www.shipt.com) or the Shipt mobile app. Existing Shipt members that enroll in the Offer start their free membership at the expiration of their current paid membership, and are eligible for a 3 month membership extension. Cancellation of an existing Shipt membership will result in Offer ineligibility. Enrolled cardholders must use the Card as the default payment method to redeem and have Offer apply and remain effective, or may be subject to additional fees. Eligibility for Offer is limited to one per person per Shipt account, and per eligible Visa card. Payment through third-party payment accounts, or online or mobile digital wallets (like Apple Pay and Google Pay), or memberships purchased through third parties are excluded from this offer.

Once enrolled in the Offer, cardholders are subject to the Shipt Terms of Service, Privacy Policy (<https://www.shipt.com/terms-of-service/>), and Shipt Promotion Terms and Conditions (<https://www.shipt.com/promotional-credit-terms/>), as in effect at the time of enrollment or renewal. You can cancel your membership at any time at [shipt.com](https://www.shipt.com). Unless you cancel your Shipt membership prior to the expiration of your free period, your Shipt membership will auto-renew for a new subscription at then current membership rates. Orders with alcohol may incur a \$7 alcohol delivery fee.

Charges for items purchased, taxes, tips, and retailer-charged fees (such as, where applicable, bag fees) and additional fees may still apply. Offer valid only where Shipt service is available.

Your membership will begin on the date that you input your eligible Visa consumer credit card and associate it with your Shipt account. Your complimentary membership will end according to the type of card and associated schedule as set out in these terms and conditions.

Current value of the Shipt monthly membership can be found at shipt.com. No cash value. Non-transferable. Offer is subject to modification or cancellation at any time. Your continued use of the Services after a modification of the Offer becomes effective will constitute your acceptance of the change. The listed merchant(s) are not considered sponsors or co-sponsors of this program. All trademarks are the property of their respective owner(s).

Frequently asked questions

What is Shipt?

Shipt is same-day delivery done right. Available in more than 5,000 US cities, Shipt connects customers with expert shoppers through a user-friendly app to deliver groceries, household essentials, and more from local stores in as soon as one hour.

Who is eligible for this offer?

All U.S. TruMark Financial Classic and Rewards Visa consumer credit cardholders are eligible to receive a free Shipt membership!

What Shipt offers do I get with my TruMark Financial Classic or Rewards Visa consumer credit card?

All TruMark Financial Classic and Rewards Visa consumer credit cardholders are eligible for free delivery membership for one month, then 50% off the monthly membership price for three months.*

**Free delivery applies to orders over \$35 as part of a Shipt membership. Orders with alcohol may incur a \$7 alcohol fee. Additional terms apply. To see a full list of Offer Terms, visit shipt.com/offer-terms-for-visa.*

How long do I have to enroll in this offer and how long is it valid for?

Cardholders may enroll their U.S.-issued Visa consumer credit card into the offer from 9/17/2021 through 12/31/2024 ("Term").

I already have a Shipt membership. Is my TruMark Financial Classic and Rewards Visa consumer credit card eligible for this offer?

Yes! When your existing membership expires, you'll be eligible to receive a complimentary 3-month extension of membership.

Can authorized users on my eligible TruMark Financial Classic and Rewards Visa consumer credit card account also get these benefits?

Offer may only be redeemed once per unique card number by the primary cardholder or authorized user, whoever activates first.

How does the Shipt membership work?

Shipt members get access to unlimited deliveries from a variety of local stores. After the Shipt offer for Visa cardholders expires, members will be charged the then-current rate to continue receiving unlimited, same-day deliveries.

How do I place an order?

After you've signed up for a membership, open the Shipt app on your phone or desktop. Select from a list of local stores you'd like to shop from, then pick your items, choose a payment option, set a delivery time, and place your order.

Is there a minimum purchase amount for orders?

There is no minimum, although orders under \$35 are subject to a \$7 delivery fee. Delivery is free for orders over \$35 as part of a Shipt membership. Additional terms apply. To see a full list Offer Terms, visit shipt.com/offer-terms-for-visa.

Can I order alcohol?

Alcohol delivery is available in select areas and varies by retailer. You must be 21+ with a valid ID to order or receive alcohol. Shipt credits cannot be applied to alcohol items, and all alcohol orders may be subject to a \$7 fee.

Will my price change?

As of 9/17/2021 a Shipt membership costs \$9.99 per month for U.S. Visa consumer credit cardholders. If Shipt changes the monthly fee for a membership, Shipt will notify you and provide you with the opportunity to change your membership before it is renewed for another term.

What happens once my complimentary membership ends?

For Visa consumer credit cardholders who do not have an existing Shipt membership today, once the discounted membership ends, cardholders are auto-renewed into the paid monthly membership at then-current monthly rate. For Visa consumer credit cardholders who already have a Shipt membership, once the complimentary 6-month extension of membership ends, cardholders are auto-renewed into the paid membership at then-current rate.

You may cancel your membership at any time before the renewal dates.

Account management

I'm new to Shipt. How do I activate my offer?

Go to shipt.com/visa to create a Shipt account and activate your offer.

I'm already a Shipt member, how do I activate my offer?

You can activate your existing Shipt member benefits from the [account section](#) of our web and mobile apps, or any of the Visa promotional banners throughout the apps.

How can I update my account details (i.e. email, password, address, etc.)?

[Click here](#) to access your account settings and edit your details.

Where can I find the end date for my complimentary and/or discounted membership?

[Click here](#) to access your account settings. Under the Shipt and Visa logo, you'll see a View Details button. Click that to see the timeline of your offer.

How can I cancel the Shipt offer on my TruMark Financial Classic and Rewards Visa consumer credit card?

We're sad to hear you want to end your membership! You can cancel your membership at any time by reviewing your subscription through your [Shipt account](#). You can also contact us via email at support@shipt.com.

How do I enroll in this offer on Target.com?

If you signed up for Shipt at Target.com or Target, you will need to cancel your membership as we are unable to support the Visa promotion through Target. Please cancel your Target/Shipt account and sign up at shipt.com to take advantage of the Visa offer.

Card on file

What happens if I use a different card to complete my order purchase on Shipt?

If you complete your order purchase with a payment method other than the Visa consumer credit card enrolled in this Shipt offer, you will be charged a \$10 delivery fee. Switch back to the Visa consumer credit card used to enroll in the Shipt offer to receive free delivery on your next order over \$35.

What happens if I use a different card to pay for my discounted Shipt membership as part of this offer?

If you change to another eligible TruMark Financial Visa consumer credit card, your Shipt membership may change.

What happens if I have multiple cards saved on my profile?

You can have multiple cards saved on your account. Keep your TruMark Financial Classic or Rewards Visa consumer credit card used to enroll in this Shipt offer set as your default payment method to ensure that you can receive free delivery on every order over \$35.

My credit card was recently stolen or lost. I now have a new credit card number, what is going to happen to my benefit?

Don't worry! In order to retain the benefit all you need to do is login to your Shipt account, change your enrolled card and update your payment information with a new qualifying TruMark Financial Classic or Rewards Visa consumer credit card.

My credit card recently expired. I now have a new credit card number, what is going to happen to my benefit?

Don't worry! To retain the benefit, all you need to do is login to your Shipt account, change your enrolled card and update your payment information with a new qualifying TruMark Financial Classic or Rewards Visa consumer credit card.

Customer service

Where can I find more information on using Shipt?

More information including how to order, how Shipt works, and other information can be found at [here](#). You can also contact us via email at support@shipt.com.

I have a TruMark Financial Classic or Rewards Visa consumer credit card, but can't activate my offer with Shipt. Who do I contact?

Call, livechat, or email Shipt support for assistance! Chat and phone are best for time-sensitive issues. Chat: help.shipt.com/

Email: support@shipt.com

Phone: 205-502-2500

Something's wrong with my order. Who do I contact?

Oh no! We're sorry to hear that you had issues with your order. You can report an item issue through the Shipt app or website.

Log into your account and select "Orders."

Select the order that had an issue.

Find the item(s) you would like to report.

Select "Report issue."

When prompted, choose the issue reason.

This will automatically send an email to our support team. We will follow up with you via email within 24–48 hours.

Please note that there is a 7-day limitation for reporting issues on an order.

For immediate assistance, you can contact our support team by selecting Live Chat at the bottom of the page or by calling us at (205) 502-2500.

I need help with my Shipt membership. Who do I contact?

Call, live chat, or email Shipt support for assistance!

Chat: help.shipt.com/

Email: support@shipt.com

Phone: 205-502-2500