



KROGER SOUTHWEST FREQUENTLY ASKED QUESTIONS

These questions and answers support the coupon guidelines at our Texas and Louisiana Kroger store locations.

1. Q. Does Kroger offer digital coupon redemption?
A. Yes. Digital Coupons may be loaded to a customer's Kroger Plus Card. You may find these offers at www.kroger.com. Digital coupons redeem automatically when the Plus Card is swiped. Once the system redeems the digital coupon, another coupon on that same item may not be redeemed. The digital coupon redeemed may not be reversed in a transaction. For assistance with Digital coupons, please see our Customer Service desk at your local Kroger store.
2. Q. How many coupons may be redeemed in a single order for the same item type?
A. So all our customers may enjoy the coupon offer, Store Management reserves the right to accept, decline or limit any coupon.
3. Q. How many coupons may be redeemed on a single item?
A. A manufacturer coupon and a Kroger Store coupon may be redeemed on one item. Any other type of Coupon stacking is not allowed. Two or more of any other type of coupons on one item are not accepted.
4. Q. Does Kroger accept and redeem individual coupons for more than the price of the item?
A. If a Manufacturer coupon exceeds the price of the item, the excess will be applied to the basket purchase. If the excess is greater than amount due on the total order after the coupons are redeemed, the excess will be given in cash. WIC or SNAP items in a WIC or SNAP transaction are ineligible for cash back or application to the basket purchase. Cash back is not given on Store Coupons.
5. Q. If the total amount off from coupons is more than the total order does Kroger give cash back to the customer?
A. If a Manufacturer coupon value exceeds the price of the item, the excess will be applied to the basket purchase. If the excess is greater than the amount due on the basket purchase after the coupons are redeemed, the excess will be given in cash. WIC or SNAP items purchased in a WIC or SNAP transaction are ineligible for cash back or application to the basket purchase.
6. Q. May the customer use coupons on mark down items?
A. Yes.
7. Q. If the sale is Buy-1-Get-1-Free, may the customer use a Buy-1-Get-1-Free coupon?
A. Yes, the customer may use the coupon. Two items must be purchased to meet the purchase requirement. The customer would receive one free from the Buy-1-Get-1-Free sale ad and receive the 2nd item Free from the Buy-1-Get-1-Free coupon.
8. Q. If the sale is Buy-1-Get-1-Free and the customer purchased two items, one at the retail price and the one they received free, may the customer use 2 coupons?
A. No. The coupon may not be applied to any free item received in any offer.
9. Q. If the coupon is for "Get X amount off Product A with the purchase of Product B", may the customer also use a coupon on Product B? i.e. The customer has two coupons. The first coupon is for "Twenty cents off chili with the purchase of hot dogs". The second coupon is for "Fifty cents off hot dogs". May the customer buy one can of chili and one pack of hot dogs and use both coupons?
A. No. The first coupon required the purchase of both products the chili and the hot dogs. The customer must buy an additional pack of hot dogs to meet the purchase requirement of the second coupon.
10. Q. Does Kroger know where I can find internet coupons?
A. Many product websites offer online/print-at-home/ internet coupons. There are also many coupon websites such as www.smartsource.com, www.redplum.com who also offer online/print-at-home/ internet coupons. For our online, internet and print-at-home coupon policies, please refer to our Kroger Southwest Coupon Guidelines.
11. Q. What does the coupon sign at the check lane state?

We gladly accept valid Manufacturer Coupons, Kroger Store Coupons, Catalina coupons, Print-At-Home Coupons, Internet Coupons and Digital Coupons loaded to the Plus Card. Restrictions and limits apply. Please see the Customer Service Desk for our coupon policy. The Kroger store manager reserves the right to accept, decline or limit any coupon.