

AJ's Burgers and Beef Online Ordering FAQ

This frequently asked question guide will be updated frequently and is considered a work in progress. We at AJ's Burgers and Beef want to make sure we provide the best customer service possible. If you have any problems with placing an order on our site or with an order you have already placed on the site, please call (765) 743-1940 and we can assist you immediately.

For any other inquiries, please shoot us an email at customersupport@eatajs.com.

A. General Questions

1. I ordered something but I did not receive it.

Please keep in mind anything that you may have typed into the special instructions that might have costed extra, may not be added to your order. Common examples are bacon, cheese & ranch cups. If it is something major, like a wrong sandwich or missing items, please give the store a call and we will take care of it immediately.

2. My address is not coming up in the system or it says I am out of range.

If your address is not coming up on our online site it either means one of two things. More often than not, it means your address is likely outside of our delivery range. The second most common thing is that the street and neighborhood you live in has not been added to our maps yet. This is very common in new construction neighborhoods and buildings. Please make sure to double check the zip code for your address. In either instance, please call the store and we can let you know what the situation is and take your order from there.

3. I received a notification saying my food was out for delivery, but I have not received my food yet.

Good things are always worth waiting for! Even though you may have gotten a message via email or phone, it does not necessarily mean your food is out for delivery. If it has been more than 30 minutes, do not hesitate to give the store a call as the driver may be having issues finding your address.

4. I placed a carryout order but meant for it to be a delivery.

In this instance, we can absolutely fix this for you, however applicable delivery charges will be added to the order. Please give the store a call.

5. There are multiple charges on my account for one order, how do I take care of this?

Sometimes there are glitches in the computer that we cannot control and unfortunately this isn't a problem that can be fixed very quickly. Please shoot us an email to customersupport@eatajs.com including the phone number used to place the order, an order number and the amount in question and we can get it resolved in 24-48 hours.

B. Loyalty Program

1. How does the loyalty program work?

Once enrolled in the loyalty program, you will earn one point for every dollar spent on your order. You can use these points to redeem offers that we have for online carryout or delivery orders.

2. How do I sign up for the loyalty program?

Signing up for the loyalty program is simple when registering your account or even if you have been a customer for years. Please follow the Illustration B.2 for additional information.

3. How can I check if I am enrolled in the loyalty program?

Once you are logged into your online ordering account, click the “My account” link at the top of the page. Please follow Illustrations B.3 for additional information.

4. How do I redeem loyalty points on an order?

Loyalty points can be added at the check out screen after all the items have been added to your order. Please follow Illustrations B.4 for additional information.

5. Why doesn't my loyalty point rewards show up under my offers?

Loyalty point offers will only work if the selected items are in your cart. For example, The Free Delivery offer will only show up if your order is placed for delivery and a valid, in range address is chosen.

6. My loyalty points were not redeemed even though my offer was in my cart.

Sometimes there are glitches in the computer that we cannot control and unfortunately this isn't a problem that can be fixed very quickly. Please shoot us an email to customersupport@eatajs.com including the phone number used to place the order, an order number and the amount in question and we can get it resolved in 24-48 hours.

C. General Coupons Codes

1. What is a coupon code?

Coupon codes are available on official AJ's Burgers and Beef printed and online coupons. Usually, the coupon code will be easily readable and not located in the fine print. Coupon codes from other websites will not work when ordering on www.eatajs.com and will need to be redeemed through the appropriate website.

2. My coupon does not have an online coupon code.

If your coupon does not have a coupon code on it, that means that it is an over the phone or carryout only coupon. There is no way to use it online through our site. Please give us a call or visit the store to use the coupon.

3. Where do I enter my coupon code?

At the checkout page, you will be able to enter the coupon right before you submit your order. Please follow Illustration C.3 for additional information.

4. It says my coupon code is invalid.

If you are entering a coupon code and is giving you an error message of *"This coupon is not valid"* it can mean one of many things. Most commonly, it means that the items in your cart do not match up to what the coupon applies for. For example, we do not offer coupons for our Gourmet Burgers, only the Build Your Own burger. If you would like to build your own gourmet version, you will be charged for the applicable additional toppings. The coupon will still give you a discount, but the price may be higher because of the add ons.

Another common error would be time sensitive coupons. For example, if you are trying to use a coupon that is for a lunch special at 9PM, it will not work. If it is a Monday's only special, it won't work on a Tuesday.

Finally, we reserve the right to discontinue online coupons at any time. If you feel like you are having a problem with your order, please submit your order and give the store a call so we can assist you. If you do not submit an order, we will have nothing to look at when you call as we cannot see your computer/tablet/phone.

D. Combo Specials Coupons

1. What is a combo special?

Combo specials are coupons that have multiple items in your order. For example our *AJ's Deal* is a special with 2 Build Your Own Cheeseburgers, Choice of Large Loaded Fries, and 2 drinks.

2. Why won't my combo special code work?

The most likely reason your coupon code isn't working is because the items in your cart do not apply to the combo deal. Again, if you are trying to use Gourmet burgers for our AJ's Deal it will NOT work, however you can add the toppings to make the burger similar.

3. Why is the price of my combo special more than the price listed?

If the cart total does not match the price of the special there are a few things to keep in mind. Additional toppings such as extra cheese and bacon will add the associated prices to your order. Delivery charge will be added to all delivery orders, and tax will also be charged. If you feel there is an error on our site, please shoot us an email at customersupport@eatajs.com. If you would like to place your order over the phone in fear you might be charged too much, give us a call and we will be happy to take care of you.

4. Where do I enter my Combo Special coupon?

At the checkout page, you will be able to enter the combo special code right before you submit your order. Please follow Illustration C.3 for additional information.

5. It says my coupon code is invalid.

If you are entering a coupon code and is giving you an error message of *"This coupon is not valid"* it can mean one of many things. Most commonly, it means that the items in your cart do not match up to what the coupon applies for. For example, we do not offer coupons for our Gourmet Burgers, only the Build Your Own burger. If you would like to build your own gourmet version, you will be charged for the applicable additional toppings. The coupon will still give you a discount, but the price may be higher because of the add ons.

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B.2 – How to Sign Up for Loyalty Program

Online Ordering

Register Now!

Already have an account? [Log in here](#)

Personal Information:

Name:*
Phone:*
Mobile Phone:
Email:*
Password:*
Password(Re-enter):*

Please send me special offers via Email
 Please send me special offers via Text Message

BirthDay:

Loyalty Club: **Sign me Up!**

Your Location:

Location Type:*

Location Name:*

i.e. Home, Work, Etc.

Street Address:*

Unit Number:

City:*

State:*

Zip:*

Confirm Street:* [What's this?](#)

Services Available: Pickup and Delivery
* An asterisk indicates a required field.

Order Notifications:

SMS/Text Messaging Notifications

1) On new account creation, make sure that the Loyalty Club option has the "Sign me up!" box selected. Complete the registration process.

Checkout

Order Details

Would you like to join our loyalty program?
Would you like to join our loyalty program? Joining our loyalty program enables you to earn points on every order. You can then redeem your points for special offers or coupons. You will receive 5 bonus points just for enrolling.

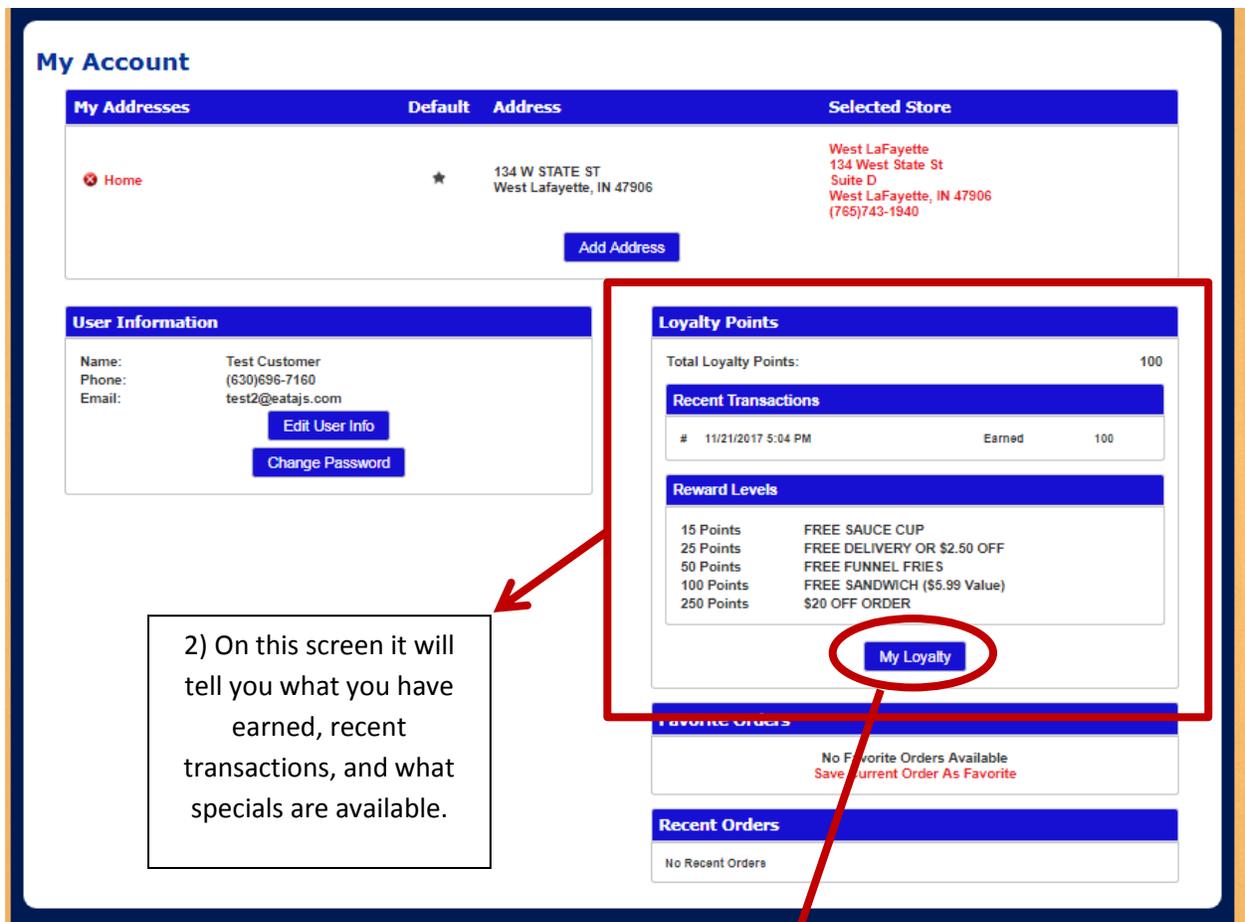
2) If you forgot to click the "Sign me up!" box at setup, place your order as normal. When you get to the checkout screen, a window should pop up and allow you to "Enroll Now!"

Click to enroll for enrollment bonus.

B.3 - How Verify Enrollment in Loyalty Program



1) To verify that you have signed up for the loyalty program, click the "My Account" link at the top of our site.



2) On this screen it will tell you what you have earned, recent transactions, and what specials are available.

3) For more detailed information and changing your settings, please click the "My Loyalty" box. Here you can change your personal information, see detailed order history, points redeemed, etc.

B.4 - How to apply loyalty points to an order

Checkout

Store Info
 West Lafayette
 134 West State St
 Suite D
 West Lafayette, IN 47906
 (765)743-1940

Service Method
 Delivery Pickup

Pickup Time
 As soon as possible
 Specific date/time:

Loyalty Points
 Beginning Balance: 100011
 Points Earned: 9
 Ending Balance: 100020

Redeem Loyalty Points/Offer

- No Thanks
- No Thanks
- FREE DELIVERY OR \$2.50 OFF
- FREE SANDWICH (\$5.99 Value)

Special Instructions

Payment
 Pay at Pickup

Back Next

Order Details

1 STEAKHOUSE	\$6.29
-SINGLE-	
NO MEAL DEAL	
1 LG WAFFLE	\$2.99
EXTRA KETCHUP	
Sub Total:	\$9.28
Tax:	\$0.65
Total:	\$9.93
Loyalty Points:	9
Service Method:	Pickup

1) Here is where you can choose how to use your loyalty points.

PLEASE NOTE, ONLY OFFERS THAT APPLY TO YOUR CURRENT ORDER ARE SHOWN AS AVAILABLE

AJ's Burgers & Beef
 (765) 743-1940
 134 W. State Street • Suite D
 West Lafayette, IN 47906

Follow Us:
 Facebook Twitter Instagram Google+

Order Details

1 STEAKHOUSE	\$6.29
-SINGLE-	
NO MEAL DEAL	
1 LG WAFFLE	\$2.99
EXTRA KETCHUP	
Sub Total:	\$9.28
100 POINTS FREE SANDWICH:	(\$5.99)
Tax:	\$0.65
Total:	\$3.52
Loyalty Points:	3
Points Redeemed:	-100
Service Method:	Pickup

2) Once a loyalty special is chosen, your discount should appear over on the right hand side, under the "Order Details" section.

3) Finish check out and you should be done!

C.3 – How to enter coupon codes and combo special codes

The screenshot shows the checkout page with the following sections:

- Store Info:** West LaFayette, 134 West State St, Suite D, West LaFayette, IN 47906, (765)743-1940
- Service Method:** Delivery (unselected), Pickup (selected)
- Pickup Time:** As soon as possible (selected), Specific date/time (unselected)
- Loyalty Points:** Beginning Balance: 100011, Points Earned: 21, Ending Balance: 100032
- Redeem Loyalty Points/Offer:** No Thanks
- Coupon(s):** A text input field with "No Coupons" and an "Add" button. This section is circled in red.
- Promo Code:** A text input field with an "Apply" button.
- Special Instructions:** A text area.
- Payment:** Pay at Pickup (selected), Back, Next buttons.

Order Details (Right Side):

1 BYO SINGLE KETCHUP AMERICAN	\$5.49
1 BYO SINGLE KETCHUP AMERICAN	\$5.49
1 LG BCN CHZ -WAFFLE CUT-	\$7.99
1 COKE	\$1.49
1 COKE	\$1.49
Sub Total:	\$21.95
Tax:	\$1.54
Total:	\$23.49
Loyalty Points:	21
Service Method:	Pickup

1) Enter Coupon codes here.
*Coupon codes are NOT case sensitive, and will only contain letters A-Z, numbers 0-9, and never any symbols or spaces.

Order Details

1 BYO SINGLE KETCHUP AMERICAN	\$5.49
1 BYO SINGLE KETCHUP AMERICAN	\$5.49
1 LG BCN CHZ -WAFFLE CUT-	\$7.99
1 COKE	\$1.49
1 COKE	\$1.49
Sub Total:	\$21.95
AJ'S DEAL \$19.99:	(\$1.96)
Tax:	\$1.40
Total:	\$21.39

2) Once your Coupon Code has been entered and verified, it will show your discount under your order details on the right side of the page.