



Frequently Asked Questions

What Is The Mars Supply Rewards Program?

This is an incentive program that rewards customers for doing business with Mars Supply. The Mars Supply Rewards Program offers the opportunity for enrolled customers in good standing to earn and accumulate Mars Supply Reward Points for qualified purchases during the program period. Mars Supply Reward Points can be redeemed for an amazing host of travel rewards from the leading suppliers in the industry, the latest in a variety of brand name merchandise rewards, popular action and adventure awards and more!

How Do I Earn Mars Supply Reward Points?

Enrolled and eligible customers will earn Mars Supply Reward Points for all qualified purchases during the program period as detailed in the Program Rules. Qualified purchases are all invoiced items from Mars Supply.

What Do I Need To Do To Be Considered An "Eligible Customer"?

You must be current in your account and in good standing with Mars Supply of purchase to receive and redeem Mars Supply Reward Points. Delinquent accounts may be subject to termination in the program and/or loss of Points.

How Do I Know How Many Reward Points I've Earned?

Your Mars Supply Reward Points are updated online monthly. Just login to the program website using your User ID and Password and click the 'My Program' link from the navigation bar and find the statement tab. Additionally, electronic statements will be emailed to you each month.

How Do We Redeem Mars Supply Reward Points?

Eligible customers can redeem their Mars Supply Points via the Rewards section of this website. Simply login and select the desired award. Once redemptions are submitted, you'll be brought to a confirmation page displaying your confirmation number, instructions for making travel reservations, merchandise delivery information and your new point balance. Merchandise and certificate awards will be delivered within 2 to 4 weeks. Remember, a minimum of three weeks advance notice is always required for any specific travel reservations.

Do Points Expire?

As of right now, you can accrue points for however long you are participating in the program. However, at the start of every year, new goals will be set, but as the points change from pending to redeemable they will accrue.

Why Do I Need To Submit a W-9 Form?

If a participant redeems points worth more than \$600, there are tax implications. If we have a W-9, we will then be able to generate a report and our accounting team can send you a 1099 for your tax reporting.

I Don't Like To Travel. What Else Can I Redeem My Mars Supply Reward Points For?

You can redeem for a variety of exciting sporting events or exceptional brand name merchandise, for example. Browse through each category for additional event ticket and merchandise options!

It Sounds Too Good To Be True. Why Is This Program Being Offered?

The Mars Supply Rewards Program is offered both to show our appreciation for your continued business and to encourage new business. We see it as a win-win situation for everyone.

Who Can I Call If I Have More Questions?

For questions about the program, your point balance, or a specific reward, please call Client Services, Monday-Friday 9:00am - 5:30pm ET, at Award Headquarters at 800-989-7601. You may also click the Contact Us or Chat prompts at the bottom of the home page.