

HUB BOX APP Frequently Asked Questions

Can I download the app to any phone?

You can download the HUBBOX App on any iPhone or Android device!

Do I have to pay to download the app?

No, the app is free. However, in order to securely validate and store your card details, we will authorise £1.01 from the card details entered. This money won't be taken from your account and should reverse itself after a few days.

What does the HUBBOX app do & why should I use it?

We have created the Hub Box app to help simplify a little bit of your life and to provide you with special offers for being a loyal customer. Here's what it does and how it works:

- Helps you discover the location of your nearest Hub Box store
- Simplifies paying for your goods at Hub Box - you no longer need cash or a card, just your phone
- Check-in to the store and your profile will be visible on our till. Just order as normal, say you're checked in and give you're name. Your account will be debited and you can view your transaction and receipt within your Hub Box app.
- Auto-check in: whenever you are near to one of our restaurants (approx. 25 metres), the app will automatically check you in. You can then order as stated above.
- Pre-order: you can pre-order your favourite product within the Hub Box app, a few minutes before you arrive at the restaurant. Our team will start preparing your order so that you can skip the queue.
- Digital history: a record of all your activity through the Hub Box app, including all your purchases & top ups. You can even email your receipt for expense purposes.
- Features: useful news & access to other Hub Box happenings.

Why do I need a picture of myself to use payments?

As an added security measure, your picture is important because it allows the HUBBOX team to identify you and validate that you are the one authorising payment. Please ensure customer pictures are clear for their security.

What incentive is there for me to use the HUBBOX App?

We have created the HUBBOX App to enhance your experience with HUBBOX. We hope that you enjoy using the various features and that we have found a way to use technology to improve and simplify your experience with us. We welcome suggestions as to other ways you would like to use the HUBBOX App.

Does the HUBBOX App allow me to pay for my food and other products?

Yes! We suggest you setup your payment method as soon as you download so when you're ready to order you can do so without delay!

Do Hub Coins expire?

Hub Box reserve the right to expire any Hub Coin that is unused after 12 months.

Do I have to queue if I'm paying with the HUBBOX App?

Paying with the HUBBOX App in the store is an alternative to paying with cash, debit or credit card, so you still need to order at the till. However, if you would like to skip the queue, you can always pre-order your favourite product from the within your App.

I cannot check-in, why not?

The HUBBOX App will only allow you to check-in when you are nearby or inside the HUBBOX store. If you are in the store and you still have difficulty, please check your internet connection and that you have location services enabled for the HUBBOX App.

What do you do with the information I share?

We use the information you provide to enhance your experience with us, we do not sell it to others! Check our **privacy policy** on our app for more information.

Mobile Payments

What can I pay for with the HUBBOX App?

You can pay for any HUBBOX purchase up to a value of £30.

Which forms of payment can I use?

We accept any debit or credit card from Visa, MasterCard. Amex is currently supported.

How do I remove my credit card?

Select 'Payments' from your menu and select Remove Card. This will prevent you from making further purchases until you add another payment method.

Why do I need to allow notifications from the HUBBOX App to use payments?

For your security, we need to be able to send you a message every time a purchase is made.

We do this via push notification to keep you informed of any account activity. You can also review all your activity in History.

Where can I see what I've previously spent at HUBBOX?

You can view all of your account activity including purchases in the History tab within your App.

How can my details be removed from the app and my account deleted?

If you would like to be removed from the app, please email support@hubbox.co.uk. Please note that once you have been deleted from our app, you will be unable to reclaim any lost loyalty, should you decide to sign up again.

Other Questions?

Please email info@hubbox.co.uk and we will respond as soon as possible. If you are experiencing any technical issues with the app, please email support@hubbox.co.uk