



Complete Eats – Fruit and Vegetable Coupons at Safeway stores
Frequently Asked Questions
Last Revised: October 2020

Complete Eats offers extra saving to shoppers who use their SNAP/Basic Food benefits (formerly called Food Stamps) when they buy fruits and vegetables.

Where: Shoppers can earn Complete Eats coupons at any Safeway location in Washington.

How it works:

1. Shoppers who buy at least \$10 worth of qualifying fruits and vegetables using their SNAP/EBT card and their Safeway Club Card will get a coupon for their next purchase of fruits and vegetables.

Shoppers can choose from any variety of fresh fruits and vegetables as long as the products have no added fats, sugars or salt.



2. A Complete Eats coupon prints on the bottom of the shopping receipt.
3. Use the coupon to buy fresh fruits and vegetables during your next shopping trip.

See FAQ #14 if coupon does not print out. Shoppers should read their coupon for exact details.

See the Frequently Asked Questions for more information.



For more information, visit www.doh.wa.gov/FVIP or email us at FVIP@doh.wa.gov.
For people with disabilities, this document is available on request in other formats.
To submit a request, please call 1-800-525-0127 (TDD/TTY call 711).

Frequently Asked Questions

1. Where is Complete Eats offered?

Shoppers can **earn** and **redeem** Complete Eats coupons at any Safeway location in Washington.

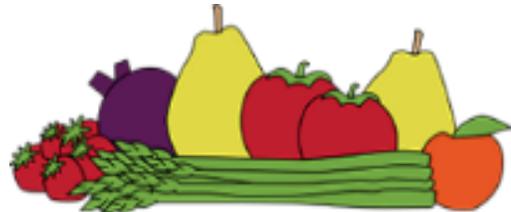
2. How much is a coupon worth?

The coupon is for \$3 off your next purchase of qualifying fruits and vegetables.

In Seattle stores, the coupon is for \$5 off your next purchase of qualifying fruits and vegetables. Complete Eats in Seattle is partially funded by the City of Seattle's Sweetened Beverage Tax.

3. When I'm in the store, how can I find fruits and vegetables that qualify for this offer?

All fresh fruits and vegetables qualify, as long as they don't include added dips, dressings, fats, oils or sauces. For example, some pre-packaged salad kits contain salad dressings, so these salad kits do not qualify for Complete Eats.



As of November 1, 2020, canned and frozen fruits and vegetables no longer qualify for Complete Eats.

| Qualifying Fresh Fruits and Vegetables | Does not qualify |
|--|--|
| Any brand or type | Fruits and vegetables that include added dressings, syrups or sauces |
| Cut or whole fresh fruits and vegetables | Canned fruits and vegetables |
| Fresh fruits and vegetables in bags, clam shells, cups, plastic bowls, or tubs | Frozen fruits or vegetables |
| Fresh fruits and vegetables in form trays wrapped in plastic | |
| Non organic or organic | |

4. How does a shopper redeem the coupon?

The shopper should keep the receipt that has the Complete Eats coupon printed on it. The shopper should present the coupon to the cashier when they are ready to use the coupon.

5. What if a shopper has an active EBT card but no money left on the card? Can the shopper still earn the coupon?

No. In order to earn a coupon, the shopper must spend at least \$10 on qualifying fruits and vegetables using their SNAP/EBT card.

6. In order to earn a coupon, does a SNAP shopper need to use a Safeway Club Card when they make a qualifying purchase?

Yes – to earn the coupon, shoppers will need their Safeway Club Card or the phone number associated with the card when they make their qualifying purchases.

7. Are there limits on how many coupons a shopper can earn?

A shopper can only earn one coupon per transaction. For example, even if a shopper spends \$20 on qualifying fruits and vegetables, they will only get one coupon.

However, there are no daily limits on how many coupons SNAP shoppers can earn! For example, if a shopper earns a coupon, and on the same day they come back or go to another Safeway store and spend another \$10 on qualifying fruits and vegetables, they will get another coupon.

8. Are there limits on how many coupons a shopper can redeem at one time?

There is no limit to the number of coupons a shopper can redeem in one transaction. For example, if a shopper has 2 coupons (\$3 each), they can redeem the coupons in one transaction for \$6 off qualifying fruits and vegetables.

9. Can a shopper redeem their coupon if their purchase is less than \$3?

No. Shoppers can only use their coupon on fruits and vegetables purchases of \$3 or more (or \$5 in Seattle stores). For example, the coupon will not be accepted if a shopper tries to use the coupon on a \$2 purchase.

10. Do the coupons expire?

Yes. Coupons expire one month from the date the coupon is printed. The exact expiration date will be printed on the coupon.

11. Does a shopper have to use an Electronic Benefit Transfer (EBT) card to redeem the coupon?

No.

12. Are there limitations on how the coupon can be used?

Yes, coupons are for \$3 (or \$5 in Seattle stores) off the next purchase of fresh fruits and vegetables, as long as the products have no added fats, sugars or salt.

13. What happens if a shopper loses the coupon they earn?

A shopper must present the cashier with the original printed coupon in order to redeem the offer on the coupon. If a shopper loses the coupon they earned, there is no replacement or refund.

14. What if a coupon does not print out when a shopper buys at least \$10 worth of qualifying fruits and vegetables using their SNAP/EBT card and Safeway Club Card?

Contact Washington State Department of Health by emailing FVIP@doh.wa.gov or call 360-236-3287 with the following information:

- Name
- Mailing address
- Safeway Club Card number OR phone number affiliated with the Safeway Club Card
- Store location where they made the qualifying purchase
- If possible, send a picture of the receipt for the qualifying purchase

15. I have more questions. Who should I contact?

For more information, please email us at FVIP@doh.wa.gov or call us at 360-236-3287. You can also visit our webpages at www.doh.wa.gov/FVIP and www.doh.wa.gov/CompleteEats.