

# ROAD RUNNER SPORTS PARTNERSHIP

## \$85 Shoe Credit for Advantage Members

In partnership with Road Runner Sports, ACTIVE Advantage is rolling out a new benefit: credit for new shoes.

### What is the “shoe deal”?

ACTIVE Advantage partnered with Road Runner Sports to provide Advantage members with an \$85 credit to apply towards a pair of running or walking shoes.

### What is Road Runner Sports?

Road Runner Sports is the world’s largest running and walking store. Their inventory is available to shop at any of their 40 retail locations, as well as online at [roadrunnersports.com](http://roadrunnersports.com).

### I’ve never heard of ACTIVE Advantage before. What is it?

- + ACTIVE Advantage is the premium membership program affiliated with [active.com](http://active.com).
- + Advantage members have exclusive access to deal and discounts on gear, events, travel and more to support their active lifestyle. Learn more about the benefits we provide our members [here](#).

### Wow, this deal is cool! Can I get any pair of shoes I want?

Road Runner Sports has carefully curated a selection of shoes for Advantage members to choose from when using their Advantage credit. Members are welcome (and encouraged!) to shop Road Runner’s full collection, but must choose from the eligible shoes when using their Advantage credit.

### Where do I shop for these shoes?

- + Members are encouraged to visit one of Road Runner’s 40 retail locations to use their Advantage credit. Store associates will show members eligible shoes, as well as help them find the perfect fit.

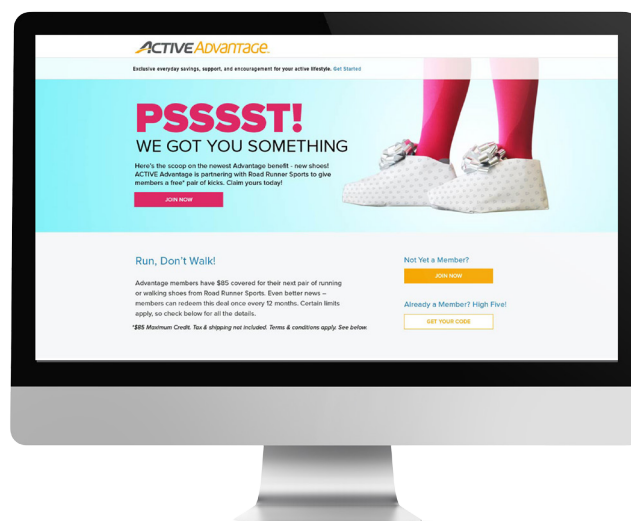
- + If you are unable to visit a retail location, eligible shoes can be viewed [here](#). This deal is unavailable for online purchase – after selecting a pair, you must call Road Runner Sports at 1-800-841-0697 to complete your purchase with a fit specialist.

### I’ve added an eligible pair of shoes to my cart, but my redemption code isn’t working on the check out page. What do I do?

This deal is unavailable for online purchase. Please call Road Runner Sports at 1-800-841-0697 to complete your purchase with a fit specialist.

### How many pairs of shoes may I get with this deal?

Members are eligible to redeem one pair of shoes per every 12-month period. For example, if you redeem this benefit in May of 2017, you may not redeem it again until May of 2018 (even if your membership cycle renews before then).





**Some of these shoes are different prices. Is the pair I select going to cost me money?**

- + ACTIVE Advantage will credit up to \$85 toward your shoes. If you select a pair under \$85, the price will be covered by this partnership (excluding any tax or shipping). If your selected pair costs more than \$85, you will be responsible for paying the difference (plus any tax or shipping).
- + Road Runner Sports' VIP family receives 10% off all purchases. If you choose to join their VIP program, you may apply your 10% discount to the price of the shoes.

**I'm unable to get my redemption code.**

**What's wrong?**

- + Are you logged into your Advantage account? You can reset your password [here](#) if you cannot remember your credentials.
- + Have you paid for Advantage yet? You may still be in your trial period, in which case you are not yet eligible to redeem this benefit. You will be able to get your redemption code once you pay for your membership, which occurs 30 days after signing up for a free trial.
- + Did you get a new credit card? Your membership may have become inactive if we were unable to charge your yearly membership fee during your latest renewal cycle. You can check that by logging in [here](#) and viewing your profile settings.
- + If you're logged into your Advantage account and you're still having trouble accessing your code, please reach out to our VIP support at 866-561-0647.

**I've signed up for Advantage, but I cannot yet get my redemption code. What's wrong?**

If you've signed up for a trial of Advantage, you won't yet be eligible to receive shoes. This benefit is available once you've become a paid member, meaning your yearly \$69.95 fee has been received.

**If you are an Advantage member and have any questions, do not hesitate to reach out to the ACTIVE's VIP support line for Advantage members via 866-561-0647.**