



Sending CARE to Others

PRESS RELEASE & FAQs

SENDING TO OTHERS

Chick-fil-A encourages sending Care to others through new mobile gifting feature

Chick-fil-A is launching a new mobile gifting feature within the Chick-fil-A One® App making it easier than ever for guests to show others they care.

ATLANTA (Ga.), Feb. 7, 2023 - At Chick-fil-A, we strive to care for others by serving great food people can feel good about. Now, you can show family, friends and loved ones you Care by giving the ultimate gift: chicken and Waffle Potato Fries®.

The “Send Care to others” feature is a new ordering option via the Chick-fil-A One® App that allows guests to customize a meal for someone special. Through this delivery option, guests will be able to select exclusive packaging, choose add-ons, such as flowers or a plush cow, and include a personalized note that will be handwritten by a Chick-fil-A employee and delivered to the recipient alongside their meal. Starting today, sending Care to others is available through the Chick-fil-A Mobile App at participating Chick-fil-A restaurants nationwide.

Oftentimes, the importance of slowing down to notice the needs of others and showing kindness to those around us can get lost. Chick-fil-A has made it quicker and easier than ever to send others a delicious gift just ‘cause. The all-new feature allows guests to customize a delivery order for a friend conveniently through the mobile app and eliminates the hassle of searching for the perfect gift. Whether you’re sending Care to daughter-in-laws or bosses, valued babysitters or receptionists, the gift of Chick-fil-A is now just a tap away.

“Every day at Chick-fil-A, we encourage simple acts of kindness,” said Shane Todd, Chick-fil-A owner and operator in Athens, Georgia. “Our new mobile gifting feature reinforces this idea as well as our commitment to great food, hospitality and finding ways to make guests’ lives a little bit better.”

And it’s simple. Open up the Chick-fil-A One® App. Choose a restaurant location and select the “Send Care to others” delivery option. Next, customize your order. Whether it’s our fan favorite morning entree, the Chicken Biscuit, or our crispy Waffle Fries, Chick-fil-A has something for every occasion. From there, enter the gift recipient contact information, schedule the delivery, and choose from a collection of cards to personalize with a special message. Once completed, send tracking information to the recipient via text message.

“Before my daughter moved away for college, we would go to Chick-fil-A together for dinner every Thursday night,” said a loyal Chick-fil-A guest. “Now, I send over her favorite meal with a little note each week to keep our favorite tradition alive.”

To celebrate the launch of our new mobile gifting feature and inspire those to send Care to others, every guest who gives a gift of \$15 or more through the Chick-fil-A Mobile App from February 7th through the 21st will receive an offer for a free Chick-fil-A Chicken Sandwich.

Want to make a friend feel extra special? Download the Chick-fil-A One® App today and give the gift of chicken.



FREQUENTLY ASKED QUESTIONS

How can I place a gift delivery order?

Open up the Chick-fil-A One® App and select the “Send Care to others” delivery option. Customize your order and choose any add-ons you would like to include with the meal. Choose from a selection of cards for different occasions and personalize your card with a special message. You will need to provide the recipient’s name, phone number, and address in case Chick-fil-A delivery needs to contact the gift recipient at time of delivery.

What can I send as a gift?

Depending on delivery service availability, Chick-fil-A menu items available for delivery at your local Chick-fil-A restaurant will be featured on the Chick-fil-A App and chick-fil-a.com. Please note that menu prices for delivery are higher than at restaurants. You are able to choose from a selection of pre-filled boxes for special occasions or simply customize an order with the ability to choose different add-ons and personalize a special note.

What if I don’t know if the recipient is home?

If you’re not sure whether the recipient is home, you can let the recipient decide the time of delivery. When you’re inputting the gift recipient’s contact information, you can choose the “Let Recipient Schedule” feature. This allows the recipient to schedule their delivery up to two weeks out from the purchase date.

Where can I deliver a gift?

While delivery options, hours, and availability vary by location, you can place a delivery order on the web or through the Chick-fil-A App (downloadable from the App Store or the Google Play Store). You do not have to live in the same geographical area as the recipient. Once you enter the recipient’s contact information, the Chick-fil-A Mobile App will choose the closest location to the recipient offering gift delivery.

Why isn’t the gift delivery feature available for delivery near me?

Chick-fil-A restaurants are continually opening, and we are always working to expand our delivery offerings, so be sure to check the availability of gift delivery options in your area through the Chick-fil-A App or by visiting <https://chick-fil-a.com/delivery>.

How much does gift delivery cost?

You will be able to see pricing and delivery fees before placing your delivery order. Delivery fees associated with gift delivery orders are the same price as regular Chick-fil-A delivery fees. Additional fees apply; see applicable charges at checkout.



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Does the recipient need the Chick-fil-A One® App?

The recipient does not need to have the Chick-fil-A One® App in order to receive a gift delivery. Once you have placed the gift delivery order, you will have the ability to send tracking information to the recipient via text message. From there, the recipient will be able to view the order through a hyperlink or on the Chick-fil-A One® App if they already have it downloaded.

Can I use my reward points to pay for a gift delivery?

Chick-fil-A One® points can be redeemed for available rewards when placing Chick-fil-A gift delivery through the mobile app or chick-fil-a.com. Rewards for No Delivery Fee offers provided by Chick-fil-A are eligible to be redeemed when placing a gift order via Chick-fil-A delivery as well.

Can I receive Chick-fil-A One® rewards by placing a gift delivery order?

To receive points for mobile gift deliveries, ensure that you are signed in using your Chick-fil-A One® account. You will receive points based on your total, prior to tax and your current tier status. With your points, you can redeem rewards including discounts or free food items as well as other surprise rewards like those sent by a local Chick-fil-A restaurant.

Can I place a gift delivery order through a third-party delivery provider?

To utilize the mobile gifting feature, the order must be initiated in the Chick-fil-A® App. Delivery options and availability vary by location. We apologize if gift delivery isn't available at your location through Chick-fil-A delivery. New Chick-fil-A restaurants are continually opening, and we are exploring other delivery partners, so we can continue to expand coverage and availability for our customers.

Can I schedule a gift delivery to be delivered on Sundays?

Chick-fil-A food is not available for delivery on Sundays. Chick-fil-A restaurants are closed on Sundays to give Team Members a day of rest before reopening on Monday morning.

