

ShopBuddy FAQs

What is ShopBuddy?

- ShopBuddy is the fast, fun, free and an easy way to save money on your online purchases! ShopBuddy alerts you to the latest deals and coupons available at your favorite merchants' websites saving you time and money. If you have ShopBuddy go to your favorite merchants' website, sign-in and click a deal within ShopBuddy to activate the deal and start saving money. Don't have ShopBuddy? Download ShopBuddy for Free and start saving money now as well as earn Cashback on your eligible purchases.

Is it available for all browsers and mobile devices?

ShopBuddy works on the most popular browsers, each of which requires ShopBuddy to be downloaded separately through each browser. Currently, ShopBuddy is available for Chrome and Microsoft Edge and only and works best with the latest version of the browsers. ShopBuddy is not available for Safari or any mobile or tablet devices (e.g. iPads, iPhones) at this time.

I cannot see the Coupon Codes?

Not all offers will have a coupon code and can be standard offers that constantly run on the partner store website or they have rules set-up to automatically apply discounts based on their promotional rules. To copy the coupon code, click the coupon code and its been copied. Once in the partner store cart or checkout paste the coupon code into the coupon code / promotional code field.

Why do I sometimes get a Sign-In popup?

On the very first install of ShopBuddy from each browser you will be prompted to sign-in. If you ever uninstall ShopBuddy from a specific browser and install it again or clear out your history and cookies for a specific browser, you may need to sign-back in as ShopBuddy no longer recognizes you. You need to be signed-in to ShopBuddy to earn cashback if you go direct to a partner store website. This may also happen when updates are released for ShopBuddy.

How can I tell if I am earning Cashback with ShopBuddy?

- How are you getting to the partner store website?

A: Going direct to the partner store website?

- If you have gone direct to a partner store website you will be prompted to Activate ShopBuddy and will see a blue "S" icon. Ensure that the email address in

ShopBuddy is accurate. At this time we are tracking the ShopBuddy activity and a Shopping Trip ID has been created. A red “S” icon means that we are not tracking the activity and ShopBuddy needs to be activated again.

B. Linking off a Market America Worldwide Web Site (e.g. www.marketamerica.com), to a partner store website

- If you link off a Market America Worldwide Web Site (e.g. www.marketamerica.com), site to a partner store website and are signed-in then our system is already tracking your activity and created a Shopping Trip ID. ShopBuddy will show-up to show you recently visited sites and in the event the merchant has some available deals will show you the deals.

To see your Shopping Trip Activity please check your Shopping Trip Activity report and Cashback report.

Note: We recommend always starting on your specific Market America Worldwide Web Site (e.g. www.marketamerica.com), logging into your account and then linking off to the Partner Store site.

Is using ShopBuddy safe?

- Yes.

Sharing Computer - I share a computer, how do I change the user to ensure I am earning Cashback?

- Check ShopBuddy to ensure it's showing the correct email address. If the email address is not yours, click the down arrow next to the email address and click “Not you?”

When prompted, enter in your email address and hit “Sign In” and ShopBuddy will update and ask you to “Activate” it. Click Activate and you should now see your email address in ShopBuddy and see a blue “S” icon meaning ShopBuddy is active.

How do I invite my friends and family to use ShopBuddy?

- To invite friends and family members to use ShopBuddy go into Account and select Invite Friends under Shopping Services. You can personalize the Invite Message before sending out the invite

Why do I see a red ShopBuddy icon instead of a blue icon in the browser bar?

- If you see a red ShopBuddy “S” icon in the browser bar it means that ShopBuddy is not active or it has timed out. To Activate ShopBuddy, click the red “S” icon and a button will drop down asking you to Activate. Click the button and ShopBuddy icon will turn to blue which means it’s Active and tracking

How do I disable or uninstall ShopBuddy?

- Disabling or uninstalling ShopBuddy is easy. Determine the browser you want to disable or uninstall ShopBuddy from and find the browser specific directions below.

Chrome: To disable ShopBuddy, right click on the ShopBuddy Icon, click “Manage Extension,” and then uncheck the “Enabled” box for “ShopBuddy” or turn “On” to Off. To remove ShopBuddy, right click on the ShopBuddy Icon and click “Remove from Chrome” and follow Chrome prompts.

Edge: To disable ShopBuddy, go to More (...) > Select “Extensions” > Right-click “ShopBuddy” and click ShopBuddy “On” to “Off”. ” To remove ShopBuddy take the same steps and select “Remove”.

Firefox: To disable ShopBuddy, go to Tools > Add-ons > Select “ShopBuddy” and click “Disable.” To remove ShopBuddy, again go to Tools > Add-ons > Select “ShopBuddy” and click “Remove