

## Customer FAQs and Contact Information



### **Q How does Smart Rewards work?**

A Get 2% back on all your AGCO Part purchases using your AGCO Plus+ account. Every time \$2500 is spent on qualifying purchases, you will be awarded with two \$25 AGCO Comeback Cash Certificates.

### **Q How do I redeem an AGCO Comeback Cash certificate?**

A A physical copy of the AGCO Comeback Cash certificate has to be redeemed at an AGCO Dealership. All digital copies must be printed out for redemption.

### **Q Will I be given a new AGCO Comeback Cash Certificate if my transaction cost less the total value?**

A The certificates do not have cash value and value remaining will not be rewarded if transaction was less than the total invoice. See Terms & Condition for more details: [AGCO Plus Smart Rewards Terms & Conditions](#).

### **Q What other benefits comes with being an AGCO Plus+ Smart Rewards customer?**

A There is additional value to being an AGCO Plus+ Smart Rewards member. Outside of cash back on your purchases, each member will be the first to know of new product offerings and exclusive promotions.

### **Q Do I receive my rewards on top of other AGCO Plus promotions?**

A Of course! That is the added value of the program. Any interest or discount offers will stack on top of the 2% Smart Rewards rebates.

### **Q Are all my transactions on my AGCO Plus+ eligible for Smart Rewards?**

A Smart Rewards are only eligible for AGCO Parts. Non-AGCO parts and/or dealer labor will not go towards the accumulation of Smart Rewards.

### **Q How do I join?**

A To enroll visit [www.AGCOPlusSmartRewards.com](http://www.AGCOPlusSmartRewards.com). You will need your 6 digit AGCO Plus+ account number and a valid email address.

### **Q Where can I find my 6 digit AGCO Plus+ account number?**

A Your account number can be located on your monthly AGCO Plus+ statement or by calling 1-888-989-8525.

### **Q I tried enrolling and it didn't work. What's wrong?**

A There is a 24 hour waiting period after an AGCO Plus+ account has been created until enrollment can occur on [www.AGCOPlusSmartRewards.com](http://www.AGCOPlusSmartRewards.com). All transactions during that period will still be credited towards your reward amount.

### **Q How long does it take to see my transaction appear towards my progress in accumulating towards a reward in my account?**

A Transactions will appear in your Smart Rewards account reward progress at the end of the month.

**Q When is my AGCO Comeback Cash rewarded?**

A After \$2500 is spent on AGCO Parts. Once this threshold is met a certificate will be mailed within 3-5 business days and a digital reward will be in your account the following business day.

**Q Can I access my Smart Rewards account through MyAccount Access website?**

A The information for Smart Rewards is held on [www.AGCOPlusSmartRewards.com](http://www.AGCOPlusSmartRewards.com) and is not visible in your MyAccount Access page. We have, however, put a quick link available in both websites for you to cross back and forth easily.

**Q Does my login at AGCO Plus+ MyAccount Access work for my Smart Rewards account?**

A Not at this time.

**Q I forgot my login and password. What do I do?**

A Select the Forgot Username and Password found on the homepage of [www.AGCOPlusSmartRewards.com](http://www.AGCOPlusSmartRewards.com).

**Q Do I have to have an AGCO Plus+ account to be a Smart Rewards member?**

A Yes.

**Q How do I sign up for AGCO Plus+?**

A Customers can complete an application at [www.AGCOPartsandService.com](http://www.AGCOPartsandService.com) or visit their local participating AGCO dealer to complete an application.

**Q Can I use my rebates to pay my AGCO Plus account?**

A Comeback cash cannot be used to pay back any outstanding balance on your AGCO Plus+ Card.

**Q How do I contact customer service?**

A Call us at 1-888-989-8525, from 8 am - 5 pm CST Monday through Thursday, and 8 am - 4:30 pm CST on Friday.

## Contact Information

**AGCO Plus+ Customer Service:**

Phone: 1-888-989-8525 (Select Option 2, then select 2 for AGCO Plus+ support.)

Fax: 1-800-288-9504

AGCO Plus+ Email: [AGCOplus@agcofinance.com](mailto:AGCOplus@agcofinance.com)

**Contact your dealer for information.**

Subject to credit review, and approval and other terms and conditions.

All financing is in AGCO Finance's sole discretion. "AGCO Finance" means AGCO Finance LLC or AGCO Finance Canada, Ltd. as applicable.



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