

FREQUENTLY ASKED QUESTIONS

Q. What is Instacart?

A. Instacart is a service through which customers can order groceries from Whole Foods Co-op and have those groceries delivered right to your door in as little as one hour! Please see Instacart's Terms of Service for additional details.

Q. Who will shop for and deliver the Instacart order?

A. Instacart Personal Shoppers receive Instacart orders on their mobile devices. They will deliver the order to the customer's home/business after they finish shopping the order.

Q. Why is Whole Foods Co-op using Instacart?

A. To offer our customers an online, same-day delivery option. Using this service allows people with limited access to transportation, people with limited mobility, or people with limited time to still have access to healthy, local food.

Q. Which stores are included?

A. WFC's online offerings reflect inventory at both WFC locations. Customers will be ordering from Whole Foods Co-op and orders will be fulfilled from both stores.

Q. What is the process to place an order from Whole Foods Co-op on Instacart?

A. Customers will visit Instacart.com or download the Instacart App and enter their delivery zip code. They will then either log in with their email address and password or create one if they are a first time Instacart user.

At checkout, customers can select a delivery time. Customers may schedule orders up to six days in advance, though most customers choose to have their order delivered on the same day or the next day.

Q. How fast does Instacart deliver?

A. Instacart can deliver in as little as one hour, subject to availability. A customer can also schedule for a later date up to six days in advance.

Q. What are the Instacart delivery hours?

A. Instacart delivers beginning an hour after a retailer opens until an hour after close. On holidays, Instacart's delivery hours are subject to special store holiday hours.

Q. What Whole Foods Co-op assortment will be available on the Instacart site?

A. The assortment on Instacart will be similar to what is available in-store with the exception of a few categories. At this time, house-made deli prepared foods, such as what we offer in our service case, grab and go sandwiches, and hot bar/salad bar items are not available for delivery, due to variable availability of these items.

Q. What steps can the Instacart Personal Shopper take when an item is out of stock in the store?

A. During checkout on the Instacart site, customers select replacement items in case the items they have ordered are out of stock. The Personal Shopper can also suggest a replacement to the customer based on similar items available in-store.

Q. Will the prices on Instacart be the same as in-store?

A. Item prices will match the non-sale shelf price for all items. Sale prices are available in-store only.

Q. What happens if customers are not at home for their Instacart delivery?

A. Customers receive a text message when the Personal Shopper is on the way, alerting as to the estimated time of arrival. If the customer is not there to receive the delivery, the Instacart Personal Shopper will try to contact the customer. Instacart Personal Shoppers will wait for the customer, reschedule the delivery, or cancel the order if no other solution is attainable.

Q. How are customer service issues resolved by Instacart and how do customers return products that they ordered through Instacart?

A. After each order is delivered, customers are prompted to leave feedback using a star rating and a free form comment field. Instacart's Customer Happiness team reviews the feedback and reaches out to customers for follow up. Additionally, customers can also reach out to help@instacart.com or call 1-888-246-7822 to report order issues. Customers also have the option to use Instacart's self-service customer tool to help correct the most common concerns.

Returns. For safety reasons, we can only accept returns on unopened, packaged grocery items. We cannot accept returns on perishable items including prepared foods, frozen and refrigerated items, and fresh fruits and vegetables.

Q. Can customers make a change to their Instacart order?

A. If the Instacart Personal Shopper has not started fulfilling the order, customers can add to, modify or cancel the order. Customers can find these options on the Order Status page on the Instacart site.

Q. What if customers want to cancel their Instacart order?

A. Customers can cancel their Instacart order for a full refund up until the Instacart Personal Shopper has started shopping for the order.

Q. What if customers have to reschedule or cancel their Instacart order after it is already on the way to their home?

A. If customers must cancel their Instacart order during the shopping or delivery process, the customer will be issued a refund and may be subject to a \$15 cancellation fee.

Q. When will customers receive their refund for a cancelled Instacart order?

A. Refunds may take up to seven business days to process. In some cases, the customer's bank may adjust the original charge amount instead of displaying a separate refund.

Q. How do customers review their Instacart receipt?

A. Customers may review their receipts one of two ways:

- After delivery via text or email. Once the order has been delivered, customers will receive an email and text notification with a link to their receipt, where they can rate the order, tip the Instacart Personal Shopper and leave feedback.
- Review receipts from their account. When logged into their Instacart account, customers can hover over their name in the upper right hand corner and a menu will appear. Customers can select Order History, then choose a basket from past orders on the left. Here, customers can also see the option to view their receipt.

Q. Will Instacart purchases count toward Co-op Owner patronage?

A. Upon check-out, customers will have the option to provide their Co-op Owner number. This will ensure that purchases will be accounted for as co-op patronage.

Q. Will WFC coupons be redeemable on Instacart orders?

A. WFC coupons are not eligible on Instacart items unless the coupon indicates eligibility.

Q. Does Access Discount applied to Instacart orders?

A. Access Discount is available only on in-store purchases.

Q. Can EBT/SNAP be used to pay for Instacart orders?

A. At this time, EBT/SNAP is not accepted for payment for Instacart orders..