

Instacart Frequently Asked Questions:

What is Instacart?

- Instacart is a technology-driven, on-demand grocery delivery service. Tops Friendly Markets is partnering with Instacart to provide the service of online ordering, shopping and delivery of groceries to your home.

Who is doing the shopping and delivery?

- Instacart has a network of Instacart Shoppers. Instacart Shoppers pick, check out, and pack specific items on a customer's shopping list and then deliver the order directly to the customer.

What are the delivery hours?

- The typical delivery hours are between 9 am and 10 pm. Visit Instacart's site for more information about the general service hours and available delivery windows in your area. Instacart account creation is required. (On holidays, delivery hours are subject to change per store holiday hours.)

How far in advance can I place my order/what is the delivery window?

- Orders can be placed up to 7 days prior to delivery designated by the customer at check out. Orders can be scheduled for delivery in as little as one hour or within the next 2 hours, depending on Instacart's Shopper availability.
- You can view available delivery times for your area after building a shopping list and then clicking checkout on Instacart's virtual store.

What products will TOPS be offering for delivery with Instacart?

- Customers will be able to order most items available in-store including frozen items, produce, meat, seafood and prepared foods. The below items will not be available through Instacart at this time:
 - Tobacco
 - Pharmacy prescription
 - OTC drugs / products where ID is required
 - Catering
 - Carryout Café "made to order" options (e.g. subs, pizza, chicken wings)
 - Special order products (e.g. custom cakes)
 - Gift cards

Where does Instacart deliver?

- Instacart will be delivering to addresses within a 20-minute drive time from selected TOPS stores in NY, PA & VT. In general, Instacart will not deliver across state lines. Delivery areas are typically defined by ZIP codes. To check if your ZIP code is serviced by Instacart, please go to TopsMarkets.com/Instacart, click the link "start shopping" and type in your ZIP code when prompted.

How do I place an Instacart order?

- Visit TopsMarkets.com/ShopOnline, click on the link "start shopping" and sign up for an Instacart account. Once your account has been made you can begin creating your grocery order through the Instacart virtual store.

How much does the Instacart cost?

- Instacart charges a delivery fee to cover the cost of having your groceries delivered. Learn more about delivery fees on Instacart's website.
- In some instances, TOPS adds an Instacart shopper fee to the price of the item to cover the cost for this service. Enter your TOPS BonusPlus card number to receive the lowest prices available.
- In addition, Instacart defaults to an optional 10% service amount of your total order; however, you are able to remove this amount before you finish placing your order. The optional service amount is used by Instacart

to provide higher guaranteed commissions to shoppers through the Instacart platform. This payment is not a tip and won't go directly to the shopper who delivered your order.

- It is customary to add a tip of xx-xx% for your shopper/delivery person.

What if an ordered item is out of stock in-store?

- Customers can designate specific replacements in case an item is out of stock during the checkout process. If a specific replacement is not designated, Instacart's shoppers will choose a replacement item that is comparable to the original based on brand, flavor, size, dietary considerations, and price. Customers are notified of replacements and have the opportunity to approve the replacement during the shopping process or request a refund for the item.
- Instacart also has a chat feature that allows customers to communicate in real-time with their Instacart Shopper during the shopping process to discuss changes and/or last minute needs. Shoppers make every effort to confirm replacements with the customer before checking out.

How can I cancel an order?

- To cancel an order simply log back into Instacart's site or smartphone app and find your pending order. You can cancel an order online up to the time Instacart's Shoppers start picking the order in the store. Typically, this is 1-2 hours before the requested delivery time.

How can I change an order to add or delete items?

- Log back into Instacart's site or smartphone app and find your pending order. You can add or delete items to an order until Instacart's Shopper completes shopping your order and checks out. Typically, this is 30-60 minutes before the requested delivery time.
- If you'd like to add an item after the shopping process has started you can use the chat feature to ask your shopper for additional items during the shopping process. Nothing may be added to the order once the shopping process has been completed.

How can I follow the status of my order?

- You can follow the status of your order on your computer, tablet or smartphone.
- You can choose to receive text messages or push notifications while your Instacart Shopper starts picking your order.

How can I contact Instacart about issues or questions about my delivery experience?

- Please contact the Instacart's Community Support team 24/7
 - instacart.topsmarkets.com/help
 - 1-(888) 246-7822
 - topsmarkets@instacart.com

How do I recognize an Instacart Personal Shopper at my door?

- Instacart Shoppers will wear a lanyard containing their Instacart identification card around their neck.

How do I return product I am not satisfied with?

- Please contact the Instacart Community Support Team at 1-888-246-7822 or at topsmarkets@instacart.com for any issues with an order placed for Instacart delivery. Please note - for returns, the purchase price will be reimbursed to the form of payment used for the purchase.

Can I place an Instacart order using the Shopping List through TopsMarkets.com or the Tops BonusPlus App?

- At this point, Tops and Instacart are not able to share lists between their websites and apps.

Can I use coupons in the Instacart virtual store?

- Instacart partners with over 600 of the top consumer packaged goods brands. There may be special coupons offered in the Instacart virtual store that can be applied to your order with just one click. However, there is no way to input Tops Digital Coupons or any other coupon in your possession when you check out online.

What happens if prices change between when I place my order and when it is delivered?

- The price you pay for a product ordered through Instacart is the price the product was at time you placed your order. Price changes at the time of delivery do not affect your payment for the original order.

How do I get a copy of my receipt?

- To access a receipt, please print the receipt emailed to you from Instacart or log-in to your Instacart account to access past receipts.

Why should I input my Tops BonusPlus card number into my Instacart profile?

- Enter your Tops BonusPlus card number to receive the lowest prices available and for any applicable points or rewards. In addition, including your BonusPlus card number will ensure that the products purchased through an Instacart transaction will appear in your account and you will receive any product recall notifications.

Where do I input my Tops BonusPlus card number?

- Your BonusPlus card number can be entered during your Instacart checkout or at “Account>Your Account>Loyalty Cards”.

Will I earn Tops GasPoints when I place an order through Instacart?

- Yes, you will still earn GasPoints based on the in-store item pricing when you input your Tops BonusPlus card number to your Instacart profile. Instacart Shopper Fees Delivery Fees and Service Charges will not earn Tops GasPoints.

Will I earn Tops Diaper Club points when I place an order through Instacart?

- Yes, you will still earn Diaper Club points on the in-store item pricing when you input your Tops BonusPlus card number to your Instacart profile. Instacart Shopper Fees Delivery Fees and Service Charges will not earn Tops Diaper Club points.

Will I receive my Young at Heart discount when I place an order through Instacart?

- No, at this time, we can't apply the Young at Heart discount to your order during your online checkout with Instacart.

Can I use SNAP benefits via EBT Card when I place an order through Instacart?

- Yes, the Supplemental Nutrition Assistance Program (SNAP) is a federal program that provides assistance for low- and no-income U.S. residents to purchase food. SNAP benefits are processed through the Electronic Benefit Transfer (EBT) debit card system.
- Tops customers can pay for online orders with a valid EBT card, in full or in part in NY state. Currently, Instacart cannot accept EBT cash.
- By associating your EBT card to your Instacart account, you confirm that your card information is current and valid. To successfully use your EBT card, a credit or debit card must also be linked to your Instacart account to cover fees, bottle deposits in some states, taxes, delivery tips, and any other non-EBT SNAP-eligible items you may want to purchase.