

## **Tops Grocery Pickup & Delivery Frequently Asked Questions:**

### **What is Instacart?**

Instacart is a technology-driven, on-demand grocery delivery service. Tops Markets is partnering with it 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 pickup and 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
- Select 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](https://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](https://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](https://instacart.topsmarkets.com/help)
- 1-(888) 246-7822
- [topsmarkets@instacart.com](mailto: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](mailto: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.

**How do I get a refund on an item that I purchased online?**

Items purchased online cannot be returned to the store. You may still get a refund for items purchased online by following a set of the directions that are applicable to your purchase.

- **For an order placed through our Tops app,** follow these steps:
  1. When your order is completed, you will receive a text with a link asking you to review your order.
  2. Tap the link, and tap “next” and rate your experience.
  3. Tap “Report an Issue” below the comment box and select the reason for the refund (wrong item, missing item, damaged item, etc.). Then select the item and tap “submit issue”. You will receive an email from Instacart letting you know the amount that will be refunded to your account.
- **For an order placed through the Instacart App,** follow these steps:
  1. Go to the Instacart app and tap the account icon to access your account; select “Your Orders” to find the purchase with the item you would like a refund for and tap on that order.
  2. Tap the “Rate Order” button at the bottom of the screen.
  3. Rate your order 4 or less stars or tap “Report an issue”.
  4. Select the reason for the refund (wrong item, missing item, damaged item, etc.). and select the item. When you are finished, tap “submit issues”. You will receive an email from Instacart letting you know the amount that will be refunded to your account.

Instacart support volume is very high right now – it will take a few days for the refund to appear on your account so thank you in advance for being patient.

**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 NYS, PA & VT. 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.

**Managing your EBT card on your account**

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To add an EBT card to your account on [shop.topsmarkets.com](https://shop.topsmarkets.com) or in the Tops Markets app:

1. Click or tap **Account**
2. Select **Your account settings**
3. Select **Payment methods**
4. Choose **Add EBT card**
5. Enter the first name, last name, and card number on the EBT card.
6. Click or tap **Save**

Only one EBT card can be saved to your profile. To add a different EBT card, remove the first one.

To **remove an EBT card from your account** on [Instacart.com](https://www.instacart.com) or on the Instacart app:

1. Click or tap **Account**
2. Select **Your account settings**
3. Select **Payment methods**
4. Select **Edit**
5. Choose the EBT card you'd like to delete
  1. On [Instacart.com](https://www.instacart.com), select the three dots and click **Delete**
  2. In-app, tap the **pencil** icon in the top right. Tap **Delete** then tap **Save**
6. Follow the steps above to add the new EBT card to your account

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.

To **add a credit or debit card** on [Instacart.com](https://www.instacart.com) or in the app:

1. Click or tap **Account**
2. Select **Your account settings**
3. Select **Payment methods**
4. Choose **Add credit card**
5. Enter the card information
6. Click or tap **Save**

### Shopping for EBT SNAP-eligible items

There are a few ways for you to see which items are EBT SNAP eligible.

You can allow EBT SNAP-eligible items to display when you shop. To enable this setting:

1. Click or tap **Account**
2. Select **Your account settings**
3. Select **SNAP EBT info**
4. Tap the slider to turn on **Show EBT eligibility by item**

When searching for items you can add a filter by tapping **Explore > EBT Eligibility** and selecting **Only EBT-eligible items** to see only EBT-eligible items.

If you are browsing items from the Store Homepage, tap or click on a specific item to see if it is EBT SNAP eligible. If it is eligible, it will say **EBT** above the price of the item.

You can confirm which items are EBT SNAP-eligible in your cart before checking out. It will say **EBT** under the name of each item that qualifies.

### Checking out with your EBT card

To check out, visit your cart and tap or click the green **Checkout** button. You'll be asked to add a delivery address and your payment information:

1. Enter your credit or debit card information and address
2. Add your EBT card information
3. Click or tap **Edit** to change the amount that will apply to your EBT card
4. Click or tap **Confirm payment method**
5. On the **Place Order** page, confirm all information is correct
6. Click or tap **Place Order**
7. After placing your order, you will be prompted to enter your EBT card pin to verify your purchase

You'll notice there is a payment breakdown on the **Place Order** page. You'll see what will be charged to your EBT card and what will be charged to your credit or debit card.

**Note:** All delivery and service fees, bottle deposit fees in some states, taxes, tips, and any items that are not EBT SNAP-eligible will be charged to your credit or debit card.

When reviewing your payment methods and EBT card at checkout, you'll notice a by-weight items message under **EBT card**.

When purchasing an item by weight, such as meat or produce, your shopper may need to make adjustments to the weight causing the item to be slightly heavier due to in-store availability.

When this happens, you can choose how you will be charged for this weight adjustment:

1. Charge the extra cost of weighted items to your credit or debit card
2. Cancel the item and receive a refund

**Note:** You can change your selected option at any time in your account.

### Replacing and adding items after checkout

After placing your order, you will be prompted to select replacement items if the item you want is out of stock. When this happens, you have some options:

- Replace with best match: Your shopper will be prompted to select the best possible replacement for your item. This is the default option for when your items aren't available.
- Choose replacement: To select your own replacement for an item, tap or click the item, then Choose replacement to search the catalog or choose a replacement from a list of suggestions.
- Don't replace: Tap or click Don't replace to get a refund if the item is out of stock or if you are not satisfied with the suggested replacement.

To avoid charges on your credit or debit card, replacements for EBT SNAP items must be:

- EBT SNAP-eligible
- Equal to or less than the value of the original item

If the replacement costs more, the difference will be charged to the credit or debit card you added at checkout by default. You may choose to charge more to the EBT card after adding the item.

**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?**

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