

ONLINE SHOPPING CUSTOMER FACT SHEET



1. Our online store is Powered by  **Rosie** a leading online shopping provider with over 1500 stores live on their shopping app
2. To sign up, visit www.friendsmarketplace.net and click "SHOP ONLINE"
3. At checkout, choose either **STORE PICKUP** or **HOME DELIVERY**
4. Payments for online orders are made with a **CREDIT CARD**
5. Once the order is submitted, our Friends' staff will shop the order and call you with questions. We will deliver the order to your car/ home
6. The **Customer Support number for ROSIE is 1-855-767-4366** for assistance while shopping or to help setup your account
7. You **MUST** have your **ORDER #** with you for us to give you your groceries – **NO EXCEPTIONS**
8. **Order by 10 AM for the possibility of same day delivery and pickup** (spaces limited)
9. **DELIVERY WINDOWS:** Mon, Wed, Fri: 12PM-2PM & 3PM-5PM Fee = \$8.99
Additional \$2.00 surcharge for deliveries beyond 6 miles
 - **Delivery towns initially include -- Orleans, Brewster, Eastham, Wellfleet**
10. **CURBSIDE PICKUP WINDOW:** Mon-Fri: 12PM-5PM Fee = \$4.99
 - For pickup, please contact the store when you have arrived (park in designated spot).
STORE PHONE # 508-255-0963. You could also come inside to the Service Desk
11. **PRICES ONLINE MAY DIFFER FROM PRICES IN STORE (except for sale items)** We are paying ROSIE to help provide this service. The additional costs cover the expenses. The delivery & pickup fees cover the cost of employees' time to shop your orders and get the items to you.
12. **We have limited resources.** To ensure we assist those with the **MOST NEED ONLY CHOOSE DELIVERY IF IT ISN'T POSSIBLE FOR YOU TO LEAVE YOUR HOME** Otherwise pick up!
13. **Bear with us during this initial launch** – we have worked hard to provide this service, but we are juggling out of stock items and limited staff availability