

# 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](http://www.friendsmarketplace.net) and click "SHOP ONLINE"
3. The **Customer Support number for ROSIE is 1-855-767-4366** for assistance while shopping or to help setup your account
4. At checkout, choose **STORE PICKUP** and select a time (No Deliveries are possible through the online system)
5. **CURBSIDE PICKUP WINDOW:** Tuesday-Friday 10-5pm; Saturday 10-4pm Fee = \$5.99
  - For pickup, please contact the store when you have arrived (park in designated spot).  
STORE PHONE # 508-255-0963.
6. **If all slots are filled, check back again another time.** Ordering is allowed up to five calendar days in advance. Once slots are filled for a day, new slots will open up each day on a rolling basis.
7. Payments for online orders are made with a **CREDIT CARD**
8. **Once submitted, NO CHANGES CAN BE MADE TO YOUR ORDER (either online, in-store or by phone).** You can cancel within 24 hours of placing your order by calling Friends'.
9. To pick up your order, You **MUST** have your **6 DIGIT CONFIRMATION #** with you for us to give you your groceries – NO EXCEPTIONS
10. **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 shopping fees cover the cost of employees' time to shop your orders and get the items to you.
11. **Please bear with us** – we have worked hard to provide this service, but we are juggling heavy demand, out of stock items and limited staff availability given the current pandemic. In addition to Rosie Orders, we are also allocating staff to shop for other community groups (Council on Aging, etc) to meet the needs of the most vulnerable members of our Community. We are doing everything we can!