

## **Interlake Co-op Food Store Delivery/Curb Side Pickup Service (ARBORG)**

Dear Members Utilizing picking and delivery services:

Due to rising costs, this service is not financially sustainable for our members as it currently is. We need to implement the following to help offset a some of the costs to keep the service available:

The new Grocery delivery/curb side pickup service program will be as below.

Please see changes and updates below which **will take effect on February 1, 2023.**

Deliveries will not be made to a location where staff deems it a hazard to their health or safety. Harassment of any type will not be tolerated. Co-op has the right to refuse delivery. (Including unplowed lanes and driveways).

Customers must be within town limits.

Due to the increase in delivery and pickup orders, **we require all orders to be placed by 11am** for same day delivery/pickup and orders placed after this time will fall upon the next delivery day. In the event that there is an excessive number of orders, deliveries and pick-ups may need to be delivered the following day. In this case the customer will be notified to let them know their order will be delivered the following afternoon. To help with the deliveries and picking, we also encourage our members to place their orders sooner, and the day prior if possible.

### **Delivery and order pick-up days are Monday, Wednesday, and Friday. (1-5)**

As a first option, orders can be emailed to [delivery@interlakecoop.com](mailto:delivery@interlakecoop.com),

faxed to 204-376-5018 or called in to 204-376-5271 option 3.

### **Service Charges:**

A \$5.00 service charge will apply to picking orders.

A secondary \$5.00 service charge will apply to the delivery of orders if required.

Senior's (65+) will receive a reduced rate of \$3.00 for picking order and \$3.00 for delivering orders.

Tenders accepted will be cash, cheque and credit card, debit, prepaid on account, and charging if credit has been previously approved.

Orders must be specific; customer must be very clear on items, brands, amount, and size. Provide the upc if needed, and if it is a flyer item. Therefore, any exchanges or returning of product will be adjusted on the next delivery day.

Customers may choose to shop for their own items and have them delivered, according to the appropriate rates.

Any questions or concerns please contact Jeff Pearce, Food Store Manager at 204-376-5245. Or Email: [Foodstoremgr@interlakecoop.com](mailto:Foodstoremgr@interlakecoop.com)