

## **Good Harvest To Go Frequently Asked Questions:**

### **What is Good Harvest To Go?**

Good Harvest To Go is our online grocery service powered by Rosie; all the items you love from Good Harvest Market can be purchased online! Shop wherever and whenever it is most convenient for you and we will have your order ready for curbside pickup or home delivery. It's easy, fast and affordable. Just create an account, add items to your grocery cart, and select a curbside pickup or delivery time. Leave everything in the middle up to us!

### **Where is Good Harvest To Go available?**

Good Harvest To Go is available at our store located at:  
2205 Silvernail Rd, Pewaukee, WI 53072

### **How much does it cost?**

Curbside Pickup: \$3.95.

### **Do you offer home delivery?**

Yes! Rosie has teamed up with Door-Dash, and fees start at \$5.50, plus additional mileage fees based on distance from our store. You will get this total once your order is complete.

### **What are Good Harvest To Go hours?**

The Good Harvest To Go online grocery store is available to you 24/7 so you can shop and place your order whenever it is convenient for you. Our store pickup and home delivery times are Monday, Wednesday, Friday from 10am-6pm and Sunday from 10am to 4pm. (not available Tuesday, Thursday or Saturday)

### **What happens if you are out of something on my order?**

At times we may run low on items we have in stock. When you're placing your order, you have the option to specify "best substitute" or "no

substitute". For example, if green grapes are unavailable, we will substitute red grapes—but only if you selected "best substitute" for that item. If you prefer not to accept substitutions for an item, indicate "no substitutes".

We will select substitutes when requested if we have a similar item, including the size, and always the lowest priced alternative. If not you will receive a notice after your order is complete that there was no item available.

No returns or exchanges on substitutions.

**What if I need to add something to my order, but already submitted it?**

Once completed, the only way to add items is to cancel your online order, add your new items, and re-complete it. You may or may not have the same time slot available. This will eliminate the potential for double or even triple orders in our system and on your credit card.

Changing or canceling your orders is not allowed within 4 hours of your pick-up time.

**Will I receive a price total at check out?**

At check out, your total will be an estimate. Once we finish your order, the purchase total is calculated and the credit card transaction is finalized. That way, you are not charged for unavailable items that are dropped from your list. Also, some of your items may need to be weighed. The final total will reflect actual weights and prices.

**Do I pay online or when I receive my order?**

Online. Rosie charges your card once we have assembled your order. Your charge will include the pickup fee and any tip you decide to pay.

**Do you take phone orders?**

Unfortunately, no. If you don't have access to a computer or smart device, please ask a family member, neighbor or friend to place your online order for you.

**May I purchase a gift card online?**

Not yet. We hope to add this in the future.

**Can I use a Good Harvest Market gift card online?**

Unfortunately, not at this time. Rosie only accepts debit or credit cards online.

**Will I receive ECO Rewards points when I shop online?**

Not at this time. Rosie is a third-party provider for online shopping and is not currently integrated with our loyalty platform and we are unable track ECO Rewards information. We hope to be able to add this in the future.

**Will I receive the ECO Rewards 15% off discount for Wellness Tuesdays and Bulk Thursdays?**

Not at this time. Rosie is a third-party provider for online shopping and is not currently integrated with our ECO Rewards program and member discounts. We hope to be able to add this in the future.

**Can I order beer and wine online?**

Yes for curbside pickup only (no delivery). When you add it to your cart, you will be prompted to certify that you are at least 21. When you pickup your order, we may ask to see your ID.

**If I am unable to pick up my order myself, can someone else pick it up for me?**

Yes, however you will need to make sure the person picking up your order understands the curbside pickup process outlined in our "how it works" section, and most importantly knows the following:

- 1) Where to pick up your order.
- 2) What time to pick up your order.
- 3) Pick up information – your full name and confirmation code.

### **What if I'm not satisfied with a product?**

For the safety of our customers and our staff during the Covid-19 health situation, all items purchased are non-refundable/non-returnable. If there is a problem with an item, like it is expired or defective, call the customer service desk at 262-544-9380 ext. 10.

### **Am I able to redeem coupons?**

Not at this time.

### **How do I enter a promotion code?**

Look for the promotion code box at the bottom of the “review” screen during checkout and enter the promotion code you were provided.