

Co+op Curbside – Ordering Directions

Order at least 10 items (no maximum) from 50+ items, plus up to 10 custom items of your choosing, specific to the order form on our website.

To submit online, download the order form from our website, then save it to your desktop.

Fill out the PDF form, then save it again and email it back to us at: curbside@viroquafood.coop

Email us to place an order Monday-Thursday, 10am-3pm for next day pick-up.

Pick-up timeslots: Tuesday-Friday, 2-6pm. No pick-up available Saturday/Sunday/Monday.

During your pick-up time, park in a designated parking spot in front of the store – they'll be marked with a sign. Then call 608-637-7511 to let us know you've arrived.

Follow the directions on the signs, we'll bring your order to your vehicle and you'll be on your way!

FAQ's – Placing an Order for Co+op Essentials

Who can place an order?

- Anyone can place an order, VFC Owners or non-owners alike!
 - Include a minimum of 10 items per order, no maximum.
 - We may have to limit the quantity of received orders per day and will call you if any issues.
- What if I, or someone I know, is having difficulties placing an order online?
 - The same guidelines and requirements apply to phone orders as online orders! Have the order form filled out and ready before calling our Curbside Pick-up Team at: **608-637-7511**
 - **Leave your contact info if you get our voice mail.** We will call back to ensure your phone order gets placed with accuracy.

When can I place an order?

- Orders are accepted 10am-3pm Monday-Thursday for next day pick-up.
 - Due to high volume of orders, there may be delays.
- Pick-up is scheduled 2-6pm Tuesday-Friday.
 - No pick-up available Saturday/Sunday/Monday.
 - Our staff will contact you to arrange payment and a pick-up timeslot.

What kind of products can I order?

- *Orders are limited to the items on as listed on the order form on the website, except for up to 10 custom items of your choosing!*

What if an item I request is unavailable in the store?

- Availability is limited. Items may occasionally be out of stock and we may be unable to fulfill the items you request. We cannot guarantee particular items or brands. Thank you for understanding!
 - Products with imposed limits still apply (such as toilet paper and pasta).
- You will not be able to change your order after you submit it.

How does your staff decide which substitutions get added?

- Substituted items are only added if you opt to allow for them by checking the “allow sub” box.
- Substitutions may include a similar brand or variety and are comparable in price and flavors, etc.
- Any special dietary items (gluten-free, sugar-free, lactose-free, vegan) are substituted with items that meet the same dietary requirements, otherwise left off the order in the case no options are available.

How do I pay for my order?

- **A \$5 service fee is added to all Co+op Essentials Curbside Orders.**
- Co+op Curbside accepts credit cards (+debit cards, *when run as credit*) and store gift cards only.
- Although inside the store we accept cash, EBT/SNAP and checks as forms of payment, such forms cannot be accepted for curbside ordering at this time.
- Our staff will contact you to arrange payment and a pick-up timeslot.
 - No changes can be made to your order at this time.

How do I know my personal information is secure?

We recognize that privacy is very important to our shoppers, and we pledge to protect the security and privacy of any personal information that you provide for us. This includes names, addresses, telephone numbers, email addresses, credit cards, and any information that can be linked to an individual. The Co-op collects and securely stores this personal information. We *never* sell, trade or rent your personal information to outside companies or marketing firms.

What do I do when I arrive to pick up my order during my timeslot?

- During your pick-up time, park in the designated parking spots in front of the store – they'll be marked with a sign. Then call **608-637-7511** to let us know you've arrived.
- Follow the directions on the signs, we'll bring your order to your vehicle and you'll be on your way!
 - If items containing alcohol are included in the order, we will need to see a photo ID validating the person picking up the order is 21+ years old.

Can I add items to my order?

- **Once your order has been submitted, NO additions or substitutions can be made to any Co+op Curbside order.** The co-op employees who call you to receive payment as well as deliver to your vehicle will not be able to provide additional services!

What if I'm unable to pick up my order after I've paid?

- You will need to make special arrangements with our staff. **Please contact the Co+op Curbside Team as soon as possible: 608-637-7511**
 - If items containing alcohol are included in the order, we will need to see a photo ID validating the person picking up the order is 21+ years old.

How do I know I received everything I ordered?

- Your order includes a copy of your original order and will denote what was unavailable. A receipt will also be included after payment is taken over the phone.

Do you accept coupons and discounts?

- Paper coupons do not apply to Co+op Curbside orders.
- Any items on sale at the time of purchase are included and listed as a sale item on receipt.

How are items by the pound chosen?

- For items purchased by the pound, such as produce, deli, meat and seafood, our staff will choose the items that most closely match what you've ordered, down to the weight or count.

How do I know you'll pick the freshest available?

VFC has the freshest produce, meat and seafood – our staff hand-selects these products with great care!

- All items are stored appropriately until it's time for pick-up.
- **Note:** all refrigerated AND frozen items may be held in a refrigerator during your pick-up window.

What if I am not satisfied with something when I get home?

- Thank you for your patience as we develop this service during an unprecedented time. We have temporarily suspended our normal return policy. If you are not happy with the quality of any particular item, we'll gladly refund your original form of payment.