

## Instacart Frequently Asked Questions

H-E-B is now offering same-day grocery delivery in Austin and Houston through our partnership with Instacart. Below are commonly asked question about the program. If you need further assistance, reach out to [happycustomers@instacart.com](mailto:happycustomers@instacart.com).

### Frequently Asked Questions

**1. Q: What is Instacart?**

A: Instacart is a grocery delivery service that delivers in as little as an hour! We connect you with Personal Shoppers in your area who pick up and deliver your groceries from H-E-B. Currently, Instacart is available in Austin and Houston H-E-B locations.

**2. Q: Who will shop for and deliver the Instacart order?**

A: Screened and trained Instacart Personal Shoppers receive Instacart orders on their mobiles devices. They then go to the store to shop for the order and make the delivery.

**3. Q: Which stores are included in the launch?**

A: Select areas of Austin and Houston are currently included in the launch. To see whether your area is included, go to [Instacart.com](https://www.instacart.com) and enter your delivery zip code.

**4. Q: Why is H-E-B using Instacart?**

A: H-E-B is using Instacart to offer our customers an online, same-day delivery option and to provide our customers more ways to shop at H-E-B that enhance the customer experience.

**5. Q: What is the process to place an order from H-E-B on Instacart?**

A: Visit [Instacart.com](https://www.instacart.com) and enter your delivery zip code. Then either log in with your email address and password or create one if you're a first-time Instacart user. Select H-E-B from the list of available stores in your area and add items that you would like to purchase to your shopping cart.

At checkout, select a delivery time. You may place orders up to seven days in advance, though most customers choose to have their order delivered on the same day or the next day.

**6. Q: How fast does Instacart deliver?**

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A: Instacart can deliver in as little as one hour. You can also schedule for a later date up to seven days in advance.

**7. Q: How much does the Instacart delivery cost?**

A: Delivery is free for your first Instacart order. After the first Instacart order, the delivery costs start at \$3.99 for a two hour delivery with a purchase of \$35 or more or \$7.99 if the order is under \$35. Orders with 10 items or less may be eligible for one-hour delivery at \$5.99 or \$9.99.

**8. Q: What are the Instacart delivery hours?**

A: Instacart delivers from 9am to 11pm daily, depending on store hours. On holidays, Instacart's delivery hours are subject to store holiday hours. Customers can view available delivery times for their area at checkout and from the shopping cart on the Instacart.com site.

**9. Q: What H-E-B assortment will be available on the Instacart site?**

A: The assortment on Instacart will be similar to what is available in-store with the exception of a few categories. For example, magazines, gift cards, greeting cards and tobacco will not be available on Instacart.

**10. Q: What if I want to order an item that is not available on the Instacart site?**

A: If you would like to order items that you don't see on the Instacart site, you can create a special request. On the Instacart site, there will be an option to Add Special Request. When you select this option, a pop up will appear where you can describe the product that you're looking for, the desired price range, as well as the quantity and weight. You can even upload a photo for the Instacart Personal Shopper's reference. Instacart keeps track of special requests.

**11. Q: What steps can the Instacart Personal Shopper take when an item is out of stock in the store?**

A: During checkout on the Instacart site, you can select replacement items in case the items you have ordered are out of stock. Instacart recommends a replacement item and you can either opt in, select an alternate item or indicate that they do not want a replacement if that item is out of stock.

When a product is out of stock at the H-E-B store location, the trained Instacart Personal Shoppers will do their best to replace the item with a similar item. If you give permission, the Instacart Personal Shopper will call you from the store to confirm replacement items. At the point of delivery, the Instacart Personal Shopper will review any out of stock or replacement items.

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**12. Q: Will the prices on Instacart be the same as in-store?**

A: Item prices may vary from in-store prices in your area. Prices may be higher than in-store prices to cover the cost of personal shopping.

**13. Q: Will there be a special promotional offer to encourage customers to try the service for the first time?**

A: Yes, customers will receive free delivery and \$10.00 off on their first Instacart order (\$35 minimum) with H-E-B. No coupon code needed.

**14. Q: Does Instacart honor coupons?**

A: No, Instacart is not able to honor coupons.

**15. Q: What happens if I'm not at home for my Instacart delivery?**

A: You will receive a text message when the Personal Shopper is on the way, alerting as to the estimated time of arrival. If you're not there to receive the delivery, the Instacart Personal Shopper will try to contact you. Instacart Personal Shoppers will wait for the customer, reschedule the delivery or leave the purchase with permission from the customer.

**16. Q: How are customer service issues resolved by Instacart and how do customers return products that they ordered through Instacart?**

A: After each order is delivered, customers are prompted to leave feedback using a star rating and a free form comment field. Instacart's Customer Happiness team reviews the feedback and reaches out to customers for follow up.

Additionally, customers can also reach out to [happycustomers@instacart.com](mailto:happycustomers@instacart.com) to report order issues. Instacart will do what they can to make it right for the customer, oftentimes offering a credit or refund depending on the circumstances.

Customers also have the option to go to a nearby H-E-B store to make a return. As long as they have an Instacart emailed or mobile receipt as proof of purchase, H-E-B will refund or credit the item for the value on the Instacart receipt.

**17. Q: Can I make a change to my Instacart order?**

A: If the Instacart Personal Shopper has not started fulfilling the order, you can add to, modify or cancel the order. You can find these options on the Order Status page on the Instacart site.

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**18. Q: What if I want to cancel my Instacart order?**

A: You can cancel your Instacart order for a full refund up until the Instacart Personal Shopper has started shopping for the order.

**19. Q: What if I have to reschedule or cancel my Instacart order after it is already on the way to my home?**

A: If you must cancel your Instacart order during the shopping or delivery process, you will be issued a refund and may be subject to a \$15 cancellation fee.

**20. Q: When will I receive my refund for a cancelled Instacart order?**

A: Refunds may take up to seven business days to process. In some cases, your bank may adjust the original charge amount instead of displaying a separate refund.

**21. Q: How do I review their Instacart receipt?**

A: You may review your receipts one of two ways:

**After delivery via text or email.** Once the order has been delivered, you will receive an email and text notification with a link to your receipt, where you can rate the order, tip the Instacart Personal Shopper, and leave feedback.

**Review receipts from the pet parent's account.** When logged into your Instacart account, you can hover over your name in the upper right hand corner and a menu will appear. You can select Order History. You can then select a basket from past orders on the left. Here, you can also see the option to view your receipt.

For your records, you can also download a PDF of your individual receipts from the receipt links in their Order History or via the links accessible from text and email.