

How to Order Home Grocery Delivery

ROCHE BROTHERS

Whether you order online or by phone:

- You will need a debit or credit card
 - You will be provided a 2 hour delivery window, during which time you need to be home
 - The delivery person can carry bags into the kitchen or other room in the house if you would like
 - You are eligible for in-store sale prices. Please note that you will get the active sales on the day of delivery, NOT on the day you order.
1. **Online** at www.Rochebros.com
 - a. Click the green "Shop Online" button on the top right of the page
 - b. New to online shopping? You can call 781-694-5280 and let the customer service representative know that you are new to the process and would like someone to walk you through the online order process. They are available 7 days/week from 8:30a-5p.
 - i. Be prepared with a detailed list of items, including brand and quantity
 - c. \$9.95 delivery fee
 2. **By phone** at 781-694-5442
 - a. Available Monday-Wednesday 9a-5pm
 - b. \$14.95 convenience and delivery fee
 - c. When you call, you will be directed to a voicemail. Leave your name, phone number and state that you want to place an order for home delivery over the phone.
 - d. Calls are answered in the order that they arrive, so it may take a few hours for someone to get back to you
 - e. They require that you are prepared with a detailed list of items, including brand and quantity to expedite the process
 - f. When a customer service representative calls you back, they will set up a delivery time. They ask that you are planful and call several days ahead of time because they have high call volumes. They cannot guarantee same day service, but will do so if they are able.

STOP & SHOP (PEAPOD)

Whether you order online or by phone:

- You will need a debit or credit card
 - You will be provided a 2 hour delivery window, during which time you need to be home
 - Minimum purchase of \$60
 - No same day service
 - You are eligible for in-store sale prices. Please note that you will get the active sales on the day the order is placed, as long as the order is delivered within 7 days
1. **Online** at www.Peapod.com
 - a. While they do not have the availability to walk customers through the online buying process, their customer service line can answer questions about the ordering process: 1-800-573-2763
 - b. \$6.95-\$9.95 delivery fee and at times an additional fuel surcharge.
 2. **By phone** through a company called Tele-Grocers at 1-888-902-7467
 - a. Available Monday-Friday 11am-6pm
 - b. When you call, you will be directed to a voicemail. Leave your name, phone number and state that you want to place an order for home delivery over the phone.
 - c. Calls are answered in the order that they arrive, so it may take a few hours for someone to get back to you
 - d. They require that you are prepared with a detailed list of items, including brand and quantity to expedite the process
 - e. \$9.95 delivery fee plus a \$7.95-\$10.95 convenience fee depending on cost of the order