



CURBSIDE ORDERING Information

Call 978-774-2756 if you need more information

CURBSIDE INFORMATION

- To limit exposure at pick up:
 - **REMAIN** in your vehicle! Do **NOT** exit the vehicle until the staff member has left.
 - We **MUST** place the order in your trunk.
- We do **NOT** accept tips, so any moneys given are then donated to the People-To-People Food Pantry. We regularly supply them with fresh produce so you will be helping provide fresh food to people in need.
- Your order will **NOT** be started until we receive credit card information. We will call you to retrieve that information upon starting your order. Don't ever send credit card information to us electronically.
- If you are pre-ordering for pickup on a specific day, you must include that information in your email. Please understand that we cannot set aside any product for pre-orders, your order will just be fulfilled on the day you specified.
- We reserve the right to limit or substitute when needed.
 - We do not allow refunds or returns on Curbside orders for pricing or substitution issues.
 - If you do **NOT** want substitutions, you **MUST** write that in your e-mail.
- Cancellation of orders **MUST** be done by telephone, whether you have received a confirmation email or not.
- You **MUST** provide a phone number with your order. We will email you **ONE TIME** to ask for it. If you do not reply or call us within 6 hours, your order will be deleted.
- You **MUST** visit the website **PRIOR** to e-mailing **EVERY** order. Estimated completion time and urgent information is updated regularly.
- Additions or Removal of an item(s) from your order **AFTER** you received a confirmation e-mail **MUST** be done via telephone. If you have **NOT** received a confirmation e-mail yet, you may submit an additional email with your addition item(s) **ONLY**. Please do not resend your full order.
- You **MUST** submit a **NEW** e-mail for every order. You can **NOT** reply to an old email. This runs the risk of a prior ordering being duplicated.
- When arriving to pick up your order, always call the store at 978-774-2756. Do **NOT** leave a voicemail that you are outside, we will not get it until after we close. When possible, please park near our side, GREEN door on Page Street.
- By submitting an e-mail for Curbside Pickup you are agreeing to these policies and agree to having read and understand the policies and "How To's" of our Curbside service process.

WE ARE OPEN REGULAR HOURS FOR IN-STORE SHOPPING!

We are happy to offer this service to the community and these policies are meant to help us get your order to you as quickly and safely as possible.



DANVERS *Fresh* MARKETPLACE
Produce • Salad Bar • Deli • Soup

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HOW DO I PLACE AN ORDER FOR CURBSIDE?

Please be specific when ordering: Example: “1% milk” not just “milk” or “green pepper” not just pepper.
Include quantities please or estimated weights.

To submit: Send an email to ContactUs@DanversFresh.Com with a **subject line** of “CURBSIDE”.

INCLUDE: FULL NAME, PHONE NUMBER AND YOUR ORDER.

You can take a picture of your list if that is easier.

If asked, please choose “Medium or Large” when selecting the attachment size.

If you can't submit via e-mail, please call in your order to 978-774-2756.

Please note: we may need to call you back at a later time to take your order.

WHEN ARE CURBSIDE ORDERS PREPARED?

Orders can be e-mailed at any time but they will only be fulfilled **Monday-Saturday:** AFTER 10:00.

Sundays: Unfortunately we cannot fulfill Curbside orders due to our limit store hours.

Regular store hours apply for walk-in shopping business

Curbside Emails are checked **ONCE** daily.

Curbside Pickup Orders are fulfilled in the order in which they were received.

CAN I ASK AVAILABILITY OF ITEMS or PRICING PRIOR TO PLACING MY ORDER?

If something is available in the store now, it may not be when we get to your order, or pricing may have changed. Pricing fluctuates daily because of the supply chain. **HOWEVER**, we are refilling produce, deli, dairy and bread daily.

We have always provided great pricing and great quality on all our products.

WHAT IS THE PROCESS FOR CONFIRMING MY CURBSIDE PICKUP ORDER?

PLEASE READ THE CONFIRMATION EMAIL CAREFULLY AS REPLY INFORMATION CHANGES FREQUENTLY AND ANY IMPORTANT INFORMATION REGARDING YOUR ORDER WILL BE INCLUDED IN THAT EMAIL.

We will reply to your e-mail letting you know the order has been received and give you an estimated time of completion. We will confirm your e-mail within 18 hours. **IF IT'S BEEN LONGER THAN 18 HOURS AND YOU DO NOT RECEIVE A CONFIRMATION EMAIL YOU MUST CONTACT THE STORE!**



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WHAT IF I AM A RECURRING CURBSIDE PICKUP CUSTOMER?

If you have placed an order prior for a Curbside Pickup please do **NOT** reply to any prior correspondences from previous orders. This may cause that old order to get duplicated by mistake. Please always start a brand new email for every new order. We do **NOT** keep credit card information on file. All credit card information is immediately destroyed after your payment is processed.

WHAT CAN I PURCHASE FOR CURBSIDE PICKUP?

We carry fresh produce, Boar's Head deli meats/cheese, made-to-order sandwiches, soup, smoothies, dairy, bread, Pastene products and much more. Please visit our website, Instagram or Facebook pages, display photos are uploaded on a regular basis. We are **@DanversFreshMP** on social media.

Our raw meat selection is Dom's Meats & Sausages. Our Dom's supply is filled multiple times weekly.

Unfortunately, we do **NOT** carry frozen foods.

WHEN CAN I PICK UP MY CURBSIDE ORDER?

Upon confirmation from Danvers Fresh MarketPlace that your order is READY FOR PICKUP, you can pick your order up at your convenience prior to the store closing. Please do not arrive to pick up your order PRIOR to a confirmation phone call. If your estimated completion time has passed and you haven't heard from us, you can check the status of your order by calling us at 978-774-2756

CAN I ADD ITEMS TO MY CURBSIDE ORDER?

If you need to add on to an order that has been CONFIRMED by email, you MUST call 978-774-2756 and provide them with the name the order is under, your contact phone number and what you'd like to add on. You may also give the add ons to the employee who calls for credit card information. Please do not send an additional email as it may not be addressed in time. If you did NOT receive a confirmation email then you may send an additional email with the item(s) you are trying to add. Do **NOT** resend your order, simply just send an email with the item(s) you are adding on.

HOW DO I PICKUP MY CURBSIDE ORDER?

Call 978-774-2756 when you are outside. Please be patient at pick up. If you call and we don't answer, we are on the phone helping another customer. Please give us a few moments and try again. Please do not call when you are on your way, only when you arrive at our location. If possible, we bring orders outside the side door which is located on Page Street, if you can park anywhere near there.

We will need the full name the order is under and the vehicle information.