

## How STREETSide works

### What is STREETSide?

STREETSide is a grocery delivery and curbside pickup service brought to you by Market Street. STREETSide makes it easy for you to place an order 24 hours a day and pick up curbside at the time that is convenient for you. Or we will bring your grocery order directly to your home or office. Your order will be carefully selected and bagged by your Personal Shopper, guaranteeing the freshest products, longest available shelf lives and careful handling.

### What are your hours?

Delivery and in-store pickup services are available 7 am. to 9pm, 7 days a week. Holiday hours will vary depending on store hours.

### How do I place an order?

To start an order, sign into your Rewards account at [marketstreetunited.com](http://marketstreetunited.com). If delivery or pick up service is available in your area, you will be on your way to your first order!

### Do I need a Rewards account to shop online with STREETSide?

To use the STREETSide service, you must be a Rewards member with a valid email address. Not a Rewards member? Signing up is free and easy. Simply sign up for Rewards at [marketstreetunited.com/rs/account](http://marketstreetunited.com/rs/account).

### If I already have a Rewards account, do I have to create another STREETSide account?

No, your Rewards account is the only account you need to be able to use STREETSide.

### How many accounts can I have?

We recommend only one account per household to ensure you have access to all your order history and preferences each time you shop. If you already have more than one account in your household, linking them together to one primary phone number is no problem. Give us a call at 1-855-762-7880 or email [guestservices@unitedtexas.com](mailto:guestservices@unitedtexas.com) and we'll be happy to help you.

### How can I change my email address or other account information?

Once you are logged in, select 'My Account' located at the top right of the shopping screen. You will be able to view, add or change your email address, password, and address information by selecting 'Edit My Account'.

### Why are there fees for using STREETSide?

STREETSide's team of specialized personal shoppers and deliver drivers work hard to ensure you have the best products available. The fees cover costs of supplies, service and fuel related to your STREETSide online order.

## Ordering

### **Is there a minimum or a maximum limit to how much I can buy?**

There is no limit or minimum for your STREETSide purchase, so order as much or as little as you want! To ensure everyone has a great shopping experience we may from time to time limit quantities of popular items, just as we do in store.

### **Are all in-store products available to purchase online with STREETSide?**

Most of our products are available for online purchases, but some items are unavailable at this time: greeting cards, gift cards, hot prepared foods, custom cakes and catering. Additional exclusions may vary by store.

### **Can I place an order for friends and family who lives in another town?**

Yes! If we deliver or have curbside pickup in store in their area, you may order for friends and family.

### **Can I reserve a delivery or pick up timeslot?**

When you begin your order, you can reserve a delivery or pick up time slot. We will hold your reservation until your order is completed, or up to 90 minutes. If your order was submitted after 90 minutes, you will be able to pick a new delivery or pick up timeslot.

### **Can I save an order in progress and come back to finish it later?**

Yes! As long as you were logged in when you added items to your cart, you can log in at a later time or even from another device and return to that order. However, if 90 minutes has past, you will have to reserve a new delivery or pickup timeslot.

### **How far in advance do I need to place my order?**

For same day pick up, place your order 4 hours from your selected pick up time. For delivery service, submit your order by 3 am for delivery between 8:00 am and 2:00 pm, or by 8:00 am for delivery between 3:00 pm and 9:00 pm. Order early to ensure you get the timeslot that you prefer. You may order up to 30 7 days in advance.

### **Can I change or cancel my order if I need to?**

Yes. You can change or cancel your order up until two hours before your scheduled delivery or pick-up time.

### **What if there is an item I want that is not available on your site?**

If you would like to add an item you know your store carries but is not available online such as your local daily newspaper or a book of stamps, you can leave a Note for Personal Shopper from your Cart. We'd also love to hear from you if there's a product you'd like to see us add to our STREETSide offering, please email us at [guestservices@unitedtexas.com](mailto:guestservices@unitedtexas.com) with your suggestions. To help us source the right product, please provide a detailed description of the product name.

### **If an item is out of stock, do you automatically pick out another brand?**

We try our best to ensure products are in stock when you place an online STREETSide order. However, when you place your order, you will have the option to select to "Allow Substitutions" from your Cart. When you allow substitutions, our personal shoppers will select a similar item for you. If you choose not to "Allow Substitutions", and the product requested is unavailable, you will not receive another

product in its place. We will not charge a retail price higher than the item you ordered,, but you may be charged a lower price for a substitution.

**Can I add a note to my order?**

Yes. There are two places where you can enter special instructions for your order.

After placing individual items in the shopping cart, you can add specific comments for each product by clicking on the “Add Note” text under each item in the “Review Cart” page, enter your instructions or specifications for your personal shopper. During the checkout process you will be given the opportunity to add any further special instructions or comments for the entire order in the “Note for Personal Shopper” box.

**If I order alcohol or tobacco, is it handled differently?**

If you order alcohol, you will be required to show your ID when we deliver to your home or business or when you pick up your groceries at our curbside service. We will only allow individuals age 18 or older to take possession of alcohol or tobacco - no exceptions.

**Can I place my order by calling the store?**

Currently, we are only taking orders using our STREETSide web site [marketstreetunited.com/streetside](http://marketstreetunited.com/streetside). If you need help placing an order online, our friendly Guest Services team is happy to help. You can reach guest services by emailing [guestservices@unitedtexas.com](mailto:guestservices@unitedtexas.com) or by calling 1-855-762-7880. Guest Services is available Monday – Friday 8 am – 7 pm, Saturday 9 am – 6 pm and Sunday 12 pm – 6 pm.

**Is there an app available for order?**

We will be updating the United Market App to allow guests to place an order online. Check back often as we get closer to the new app!

**How much does delivery cost?**

We have a delivery fee of \$14.99. This charge will be for all orders large or small with no order minimum.

**Do you charge a tip or are they required?**

We thank you for the compliment, but our drivers do not accept tips. We would be happy to hear about your great service and pass it along. Email us at [guestservices@unitedtexas.com](mailto:guestservices@unitedtexas.com)

**What is the fee for pickup?**

Our fee for pickup is \$6.99. This charge will be for all orders large or small with no order minimum.

**Do you honor in-store pricing?**

Absolutely. All Market Street advertised specials and promotional prices apply when shopping STREETSide. The prices shown on the website at the time of ordering is the price you pay.

**Will I earn Rewards points for my online STREETSide purchase?**

Yes, all qualifying purchases will earn Rewards points. See the Rewards program Terms and Conditions for a list of qualifying items.

**Can I use my Rewards points to redeem for free or discounted groceries?**

Yes, you may redeem 200 points for qualifying free or discounted items. The same items available in-store are also available online. Not only can you access the current Rewards flyer, the items are identifiable as Rewards items when you are shopping online. During online checkout, you will be asked to select which qualifying items you wish to redeem in exchange for your points.

**Can I use Rewards offers, digital coupons and print coupons with my online STREETSide order?**

Yes! We want our guests to feel free to use any and all coupon and discounts they have available as a Rewards member. At this time, your discounts will not be reflected in the final total at checkout; discounts available on your Rewards account will be applied when your order is finalized in store. You will receive an email with your final purchase amount. We apologize, but at this time we are unable to accept printed manufacturer coupon for the STREETSide service.

**Are special promotional offers, such as 3/\$11 sodas and Buy \$20 get \$5 off available online?**

These offers are available on qualifying purchases; however these discounts will not be reflected in the final total at checkout; discounts will be applied when your order is finalized in store. You will receive an email with your final purchase amount.

## **Delivery to your Home or Business**

**Where does STREETSide deliver?**

STREETSide may be available from a store near you! To find out if we deliver to your area, go to [storefront.shop.theunitedfamily.com](http://storefront.shop.theunitedfamily.com) and enter your address and postal code to see if delivery service is available to your area.

**Do I have to be at home to accept the delivery of my order?**

Yes, we will not leave your groceries unattended or with a minor unless you leave a note on your account with special instructions to do so. We are unable to leave orders including alcohol or tobacco with a minor – no exceptions.

**Can I schedule my delivery to an address different than my billing address?**

Absolutely, as long as the delivery address is within our delivery area. You may Edit Your Account from the My Account page and add a delivery address different from your home address. You will also have the ability to Add an Address at checkout.

**Will my groceries stay fresh or frozen while being delivered?**

Our Personal Shoppers are trained on selecting the best quality and freshest products possible. The Personal Shopper shops on your behalf, selecting your fresh foods directly off the store shelves. They also ensure that the temperature integrity of your order is maintained at every step in the process until your order is delivered or picked up.

Market Street and STREETSide have a 100% Money Back Guarantee on your products as a commitment to only the highest quality and freshest products.

**How do I return an item?**

Simply bring the item to a store near you for a full refund or product exchange.

**I have had an issue with my delivery. How do I get these resolved?**

Our goal is to ensure that your delivery is on time and the service is professional. We stand behind our commitment and we are happy to help resolve your issue. Please contact our Customer Service Team at 1-855-762-7880 or email us at [guestservices@unitedtexas.com](mailto:guestservices@unitedtexas.com).

## Curbside Pickup

### **How does the 2 hour pick up windows work? When will my order be ready?**

Your order will be available for you to pick up anytime during the 2-hour order window you choose when you place your order. We will have your order ready for pick up at the start time of the 2-hour window.

### **What if I can't pick up my order on time?**

If you find yourself unable to pick up your order within the timeslot chosen please contact in-store personal shopper as soon as possible to make alternative arrangements.

## Payments and Refunds

### **When do I pay for my order?**

You will need to provide a valid payment method when you checkout online. Your credit card will not be charged until the day your order is finalized in-store.

### **What forms of payment are accepted?**

We accept Visa, MasterCard, Discover and American Express. We do not accept store gift cards, EBT cash or check at this time.

### **When is my credit card charged?**

Your credit card will be charged on the day your order is finalized in-store.

### **Can I use gift cards to pay for my purchases?**

At this time online payment with a gift card is not available.

### **What is the STREETSide online shopping refund policy?**

We offer a 100% Money Back Guarantee on any item you are not satisfied with. You can bring the product into your local store where a team member will gladly refund the item you no longer want or are not satisfied with.

## Miscellaneous

### **How can I find out about jobs with STREETSide?**

We are always looking for new team members to add to our family. For any job openings, please visit our Careers page at [www.unitedtexas.com/careers](http://www.unitedtexas.com/careers) for all current openings.