



Online Shopping - FAQs

1. Something is wrong with my order, what can I do?

We are very sorry if you have an issue with your order. As part of our partnership with Just Eat, Deliveroo and Uber Eats, we offer our customers the support of their individual customer service teams who are on hand to help you.

Deliveroo:

In the app, access your profile, select your order and then press Help top right. Alternatively you can email support@deliveroo.co.uk.

Just Eat:

In the app, click 'settings' bottom right and select 'Help' in the displayed list. On their website, select 'Help' top right.

Uber Eats:

In the app, click 'Account' bottom right and select 'Help' in the displayed list. On their website, click the menu button top left and select 'Help' in the displayed list.

2. What if I want to add something to my order?

Once your order has been accepted, you can no longer amend it. We are working closely with our partners to offer this functionality in the future.

3. I have allergies – how can I check the allergen information for each product I want to buy?

Full allergen information for all One Stop products sold online is available at

www.onestop.co.uk/waystoshop/allergeninformation

4. Something from my order was out of stock and not delivered – will I be refunded?

Yes, any payment taken for an unpicked item will be refunded. It may take 2-3 days for this refund value to appear in your account.

5. When will you be delivering in my area?

We are working hard to expand the number of our stores that can offer online delivery and this is increasing frequently. Check our [store locator](#) regularly to see if your local store is now online.

6. Do I need to show ID for age restricted items?

When selling alcohol and tobacco products via our partners, we want to ensure that these do not make it into the hands of minors. All delivery drivers across our partner platforms adopt a 'challenge all' policy. This means all customers, whatever their age, will be asked by the delivery driver to provide identification showing proof of age before they are handed age restricted items. To meet industry and legal standards, drivers will ask customers for accepted forms of identification (passport, driving licence, identity card).

7. Some of the prices online are higher than in my local store, why?

To be able to offer a convenient and efficient online delivery service to our customers, we are required to charge our customers a little extra. This ensures that our stores have the right equipment and training to be able to process online orders. At certain times during the year, we will online price match with our shops, look out for these special offers on our partner platforms.

8. Can I collect my online order?

No, at this time online orders are available for delivery only.

9. My order is late, what can I do?

Via the partner's app or website they will keep you updated on an estimated delivery time. On occasion the driver may encounter an issue which delays their arrival. In this instance they will always try and let you know via a phone call. If they don't and your order does not arrive, please use the help function provided by the partner platform you have placed your order via.

10. The Deliveroo app asked me to tip my delivery driver – do I have to?

No, this is completely optional. If you do choose to tip your driver however, 100% of the fee goes to the driver.