

How to shop with One Stop via Just Eat

Shopping online is easy and convenient. Simply follow these steps below to get One Stop delivered to your door via Just Eat.

1. Accessing Just Eat

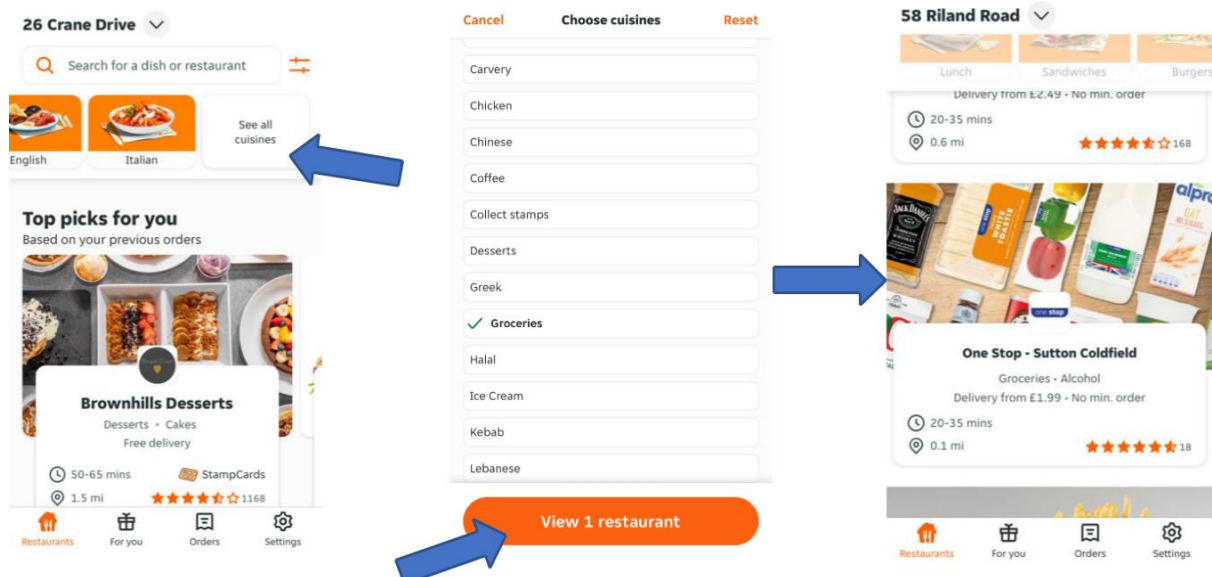
You can access and shop with One Stop on Just Eat via their website or to enjoy the best shopping experience via your mobile or tablet device, you can also download their app for free.

- Visit the website: <https://www.just-eat.co.uk/takeaway/brands/one-stop>
- Download the app on an iOS device (apple iPhone or iPad): <https://apps.apple.com/app/id566347057>
- Download the app on an Android device (non-apple devices): <https://play.google.com/store/apps/details?id=com.justeat.app.uk>

To download the app, be sure to access the above links on the device you wish to shop on. Click 'get' on the iOS app store, or 'install' on the Google Play store and the app will install for free.

2. Getting started

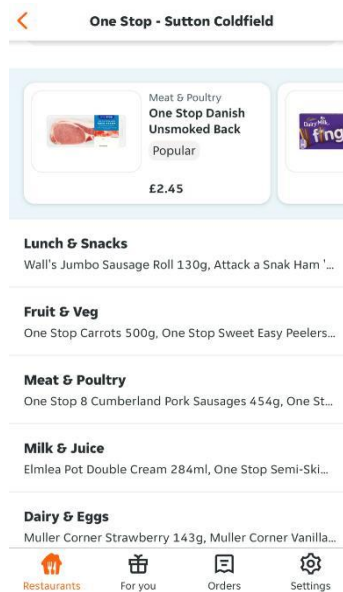
- Whether on the website or app, the first thing to do is enter your postcode. This will then display all the outlets that will deliver to your area.
- If you have clicked the link above, you are in the One Stop area of Just Eat and by entering your postcode you will be shown the local One Stop stores offering delivery near you.
- Via the app, the full list of outlets available on Just Eat in your area will be shown - this includes restaurants, grocery stores, cafes and more. You may see the One Stop tile appear already, if not, select 'See all cuisines' at the top of the screen (swipe left to see) then select 'grocery' and click the orange button at the bottom. You should see our tile appear.



Can't see a One Stop? If we don't currently deliver via Just Eat in your area, please return to www.onestop.co.uk/waystoshop and try one of the alternative delivery partners. If we don't deliver in your area yet, please accept our apologies, we are working hard to offer delivery in more stores, so be sure to check back regularly.

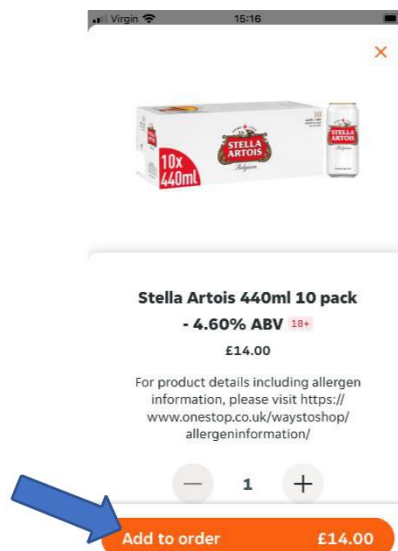
3. Build your order

- Once you have selected your local One Stop shop, think of it like entering the door of the real-world shop – you now browse the products and fill your basket
- You will see a menu of product categories along with popular products suggested at the top. Enter each category with a click and view the range of products available to order.

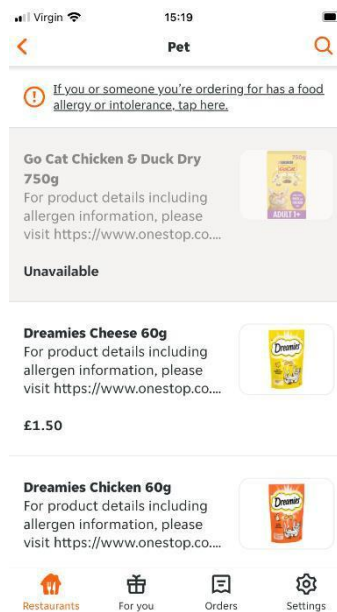


- You will then see product images, descriptions and prices for products in the category (consider a category like an aisle in store). To add an item to the basket, click the product image which will bring up the product profile.
- Select quantity and then click 'add to order' to put it in your basket.

NOTE: If you would like to know specific nutritional and allergen information per product, please visit www.onestop.co.uk/waystoshop/allergeninformation.



- Certain products may be greyed out in the range. Unfortunately, those products are currently out of stock and can therefore not be added to your basket this time. Like in a real-world shop, stocks are replenished daily.

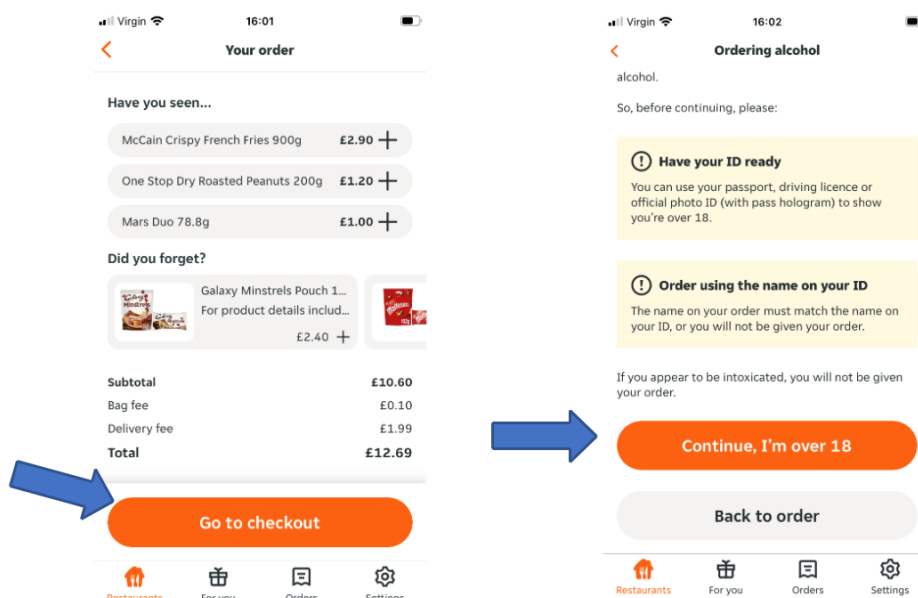


4. Purchasing your order

- As you add items to your basket, you will see at the bottom of your screen an orange area which has the total value of your basket shown. When you have over £10 of shopping in your basket this will say 'Ready to checkout' and can be clicked.
- On this screen you can view what's in your order and add any additional items you may have missed.

NOTE: On Just Eat, there is a min. order value of £10. You can only checkout when you reach this total.

- On this screen you will also see a breakdown of any additional costs for using the service (5% of your basket value) and the delivery fee.
- If you are happy with your order, click 'Go to checkout'.
- If any alcohol is in your order, you will be advised that you need to show ID on delivery.



- At this point if you haven't created a profile you will be prompted to – here you add your name, delivery address and payment info so that your order can be sent to you.
- You can also leave a note for the driver such as 'Ring doorbell' or 'Use side gate' if required to help them get your order to you.
- When all details are entered, click 'Pay by card or cash' and enter your payment card details. When payment is confirmed, your order is sent to your local One Stop to pick and pack.

The screenshot shows the checkout process in the Just Eat app. At the top, there are 'Checkout' and 'Cancel' options. Below are fields for 'Phone', 'Address' (58 Riland Road, Sutton Coldfield, B75 7AU), 'Delivery time' (ASAP), and 'Leave a note for the restaurant'. The payment section asks 'How would you like to pay?' and offers three choices: 'PayPal', 'Apple Pay', and 'Cash or Card' (which is selected with a green checkmark). At the bottom, there is a 'Pay by card or cash' button highlighted with a blue arrow.

5. Order confirmation

- Your order is sent through to your local One Stop who are notified your order is waiting.
- The store staff will accept your order as soon as they are able, usually within five minutes.
- You will receive an email with details of your order and receipt

NOTE: At certain times, orders will be rejected. This could be due to items in your basket being out of stock, or no delivery drivers being available. On the rare occasion this happens, your order value will be fully refunded.

6. Out for delivery

- Once picked and packed, a driver will collect your order from the store and deliver it to the address you have specified.
- If you have any alcohol products in your order you will be asked to show ID by the driver.

