How does Snappy Shopper work?

Customers can download our app, enter their postcode, and have groceries delivered from their local store to their door in as little as 30 minutes.

What happens if an item is out of stock?

Stores try their best to provide the products you ordered, but unfortunately, they can sometimes be out of stock.

If this happens, the store may offer to substitute. If the substituted product is cheaper, you'll be refunded the difference. If the substitute is more expensive, you won't be charged any more than the original item.

Any substitutions are highlighted on your receipt. Please check this on delivery of your order, and if you're not happy with any substitutions, return them to the driver to be refunded for those items.

Please note that refunds can take 1-10 working days to return to your bank, depending on your bank's refund policy.

Something went wrong with my order; what do I do?

We're sorry to hear this. Please get in touch with the store you placed the order with; their contact information is available in your order confirmation email.

Contact details of your local store are also available when you input your postcode and search for your local store.

Why was my order rejected?

Firstly, we're sorry if your order has been rejected. Our stores aim to accept as many orders as possible. However, stores may refuse orders because products are out of stock or they cannot make the allocated delivery time.

If your order has been rejected, we'll let you know by email. Any payment made will be voided and should appear on your statement within 24 hours; however, some banks can take up to 10 days to refund the transaction.

Service Charge

As part of the transaction, you will be charged a small service charge for using our service. There will be no partial refunds for this service charge if some items are unavailable or not accepted. The service charge will also be refunded if your order is cancelled or refunded.

Do I need a smartphone to place an order?

No smartphone, no worries. You can order on our website or via the Snappy Shopper app using your smartphone or tablet.

How can I create an account?

On the app

Once you've opened the Snappy Shopper app, click on login, then register. You'll be prompted to fill in your details and choose your password. Once you've done that, click register, and you're ready to order!

On the website

On our website, click on login, then register. You'll be prompted to fill in your details and choose your password. Once you've done that, click register, and you're ready to order!

Via a refer a friend link

Click the link in the refer a friend message you've received. You'll be prompted to fill in your details and choose your password. Once you've done that, click continue, and you're ready to order!

What should I do if I have forgotten my password?

On the app

Once you've opened the Snappy Shopper app, click login, enter your email address, and click forgot password. A password reset code will be sent to your email address.

In the app, you'll be taken to a page to enter the password reset code we just sent to your email and choose a new password. Once you've entered all these details, click Reset Password and Log In.

On the website

On our website, click on login and enter your email address, then click reset my password. A password reset code will be sent to your email address.

On the website, you'll be taken to a page to enter the password reset code we just sent to your email and choose a new password. Once you've entered all these details, click Reset Password and Log In.

How can I update the email address used for my account?

To update the email address linked with your Snappy Shopper account, please get in touch with our customer service team using our contact form or call 0333 900 1250.

Our Snappy Shopper Customer Service superheroes operate seven days a week:

Monday - Friday: 9am - 8pm

Saturday - Sunday: 11am - 8pm

When will I be charged for my order?

Once you have placed the order, payment will be taken. Payment is taken as soon as you have placed your order. If a store declines your order, we will automatically process a refund, depending on your bank's policy. It can take 1-10 working days for the funds to appear in your account.

How can I add or edit my card details?

When you're at the end of making an order, you will be asked for payment details. You can add or edit your card details by filling in the relevant information or using Apple Pay.

What should I do if I face issues when paying by card?

Please contact our customer service team if you need help paying by card. Please note which step in the ordering process you are at when experiencing the issues; this will help us identify and resolve your issue as quickly as possible.

Our Snappy Shopper Customer Service superheroes operate seven days a week:

Monday - Friday: 9am - 8pm

Saturday - Sunday: 11am - 8pm

What should I do if the estimated delivery time given to me by the store is not suitable?

Please get in contact with the store you placed the order. Their contact information is available in your order confirmation email. They may be able to resolve your issue; it is only sometimes possible for a store to accommodate your needs. If this is the case, your order can be cancelled upon request.

Is there a way to opt out of substitutions?

Unfortunately, at this time, customers cannot opt out of substitutions. However, you can inform the store that you would rather not receive substitutions by typing 'No Substitutions' in the comment section of your order.

Letting the store know you would not like substitutions means that they can refund any out-of-stock products for you. Please note that depending on your bank's policy. It can take 1-10 working days for the funds to appear in your account.

Free Delivery Offer T&Cs

ONESTOPDEL

The discount code entitles you to free delivery on your first order of £10 or more. Tobacco items are excluded from the qualifying total. Free delivery not to be used in conjunction with other offers.