



## Shipt FAQ

### What is Shipt?

- Shipt is a membership-based grocery marketplace, enabling delivery of fresh foods and household essentials.
- Shipt is now a wholly owned Target subsidiary. Target is coming to Shipt metros super soon! We'll notify members as soon as Target is available in their area.
- We will continue to run our business independently and plan to expand partnerships with other retailers seeking same-day, last-mile capabilities
- Shipt is the nation's fastest growing online grocery marketplace. We work with leading retailers and local stores to deliver groceries via a community of shoppers and a convenient app.
- Since its founding in 2014, Shipt has been rapidly expanding and now offers quality, personalized grocery delivery to tens of millions of households across the United States.
- The company currently has offices in Birmingham, AL, and San Francisco, CA.
- For more information, visit [Shipt.com](https://shipt.com).

### How does Shipt work?

- All grocery items are available for delivery, including fresh produce, meat and perishable items as well as household goods like paper towels, cleaning products, pet and baby items.
- If an item is not available in the app, customers can use the special request feature within the app to request an item for their Shopper to locate in the store.
- If a requested item is out of stock or unavailable, the Shopper has the ability to contact the member regarding available substitutions.
- Shipt cannot deliver tobacco products or prescriptions.
- Shipt can deliver alcohol in certain areas where it is legal and where there are shoppers certified to deliver alcohol.
- We support popular stores in each city where we offer delivery. While we source groceries from local stores, Shipt's services are not affiliated with the individual stores unless otherwise noted.
- Shipt is working hard to bring our service to cities across the US. Sign up at [shipt.com](https://shipt.com) to be notified when Shipt launches in your neighborhood.

### How does the app work?

- Members shop for groceries, note any preferences, choose a delivery window and pay for their order within the app on web or mobile.
- The app is divided into sections much like the aisles of a grocery store. Customers can shop by category or search for specific items.
- The Shipt app is available for both iOS and Android. You can also place orders at [Shipt.com](https://shipt.com) on your web browser.
- The Shipt app is free to download, however, a membership is required to utilize the delivery.

## Does Shipt deliver alcohol?

- Both logistically and legally, alcohol delivery is very different than grocery delivery, and we are not yet able to provide alcohol delivery in all of our markets.
- As we move forward with this exciting service for our customers in select markets, we are continuing to work to develop systems that are convenient but still have ample safeguards in place to ensure safe and legal delivery of alcohol to Shipt members.

### **How it works:**

- Shoppers must be certified to deliver alcohol. That certification comes through a course and quiz to test their knowledge.
- Shoppers must be at least 21 years of age to purchase and deliver alcohol (grocery delivery shoppers are required to be at least 18 years old).
- The member must provide a valid identification upon delivery to verify that the member is 21 or older.

## Who are the Shipt Shoppers?

- Shipt Shoppers are educated to select high-quality produce and they communicate closely with the member to ensure complete, accurate fulfillment of each order.
- Shipt thoroughly vets Shoppers by conducting in-depth interviews, reviewing driving records, performing background checks and requiring vehicle inspections.

## How much does Shipt cost?

- Shipt is a membership-based service. By purchasing a membership, customers receive unlimited grocery deliveries for an annual fee of \$99.
- Members receive unlimited free delivery for orders over \$35. Orders under \$35 (and alcohol orders from select retailers) are subject to a \$7 delivery fee.
- Shipt offers sale items including “buy one, get one free.” Members will find sale items in the sale category and sale items are also marked in the product categories.
- Shipt prices vary from grocery store prices by an average of \$5 on a \$35 order.