



Customer FAQs

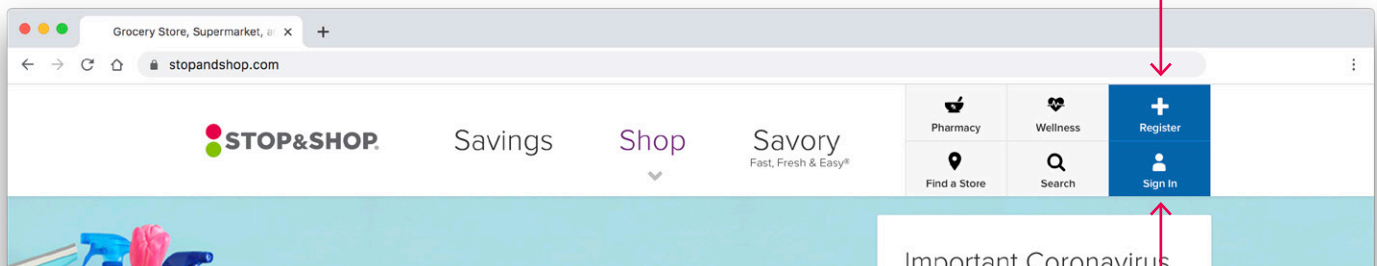
Stop & Shop Store Questions

Delivery & Pickup Questions



▶ How can I update my loyalty card information or obtain a new card?

On the homepage of our [website](#), click **Register** for a new or replacement card or click **Register** to link your existing plastic card to a digital card.



If you already have an online account, you can click **Sign In** for access to your account.

▶ Will I still earn Rewards Points for my purchases?

Yes, we are not experiencing any issues related to earning Rewards points

▶ Are you extending the expiration on Rewards Points?

Not at this time. Because Rewards Points are good for 30 days on fuel discounts, we are not extending our points expiration.

▶ Why has your website been down so much lately?

Due to increased demand, our website has experienced intermittent down time. We have increased the number of servers to meet the demand and we are working actively to ensure our site is stable. We apologize for the inconvenience and we appreciate your patience.



▶ **Why are you still out of stock on some items?**

We have never experienced this kind of demand for the products we are selling. Manufacturers have instituted nationwide limitations on a number of products, which has prevented us from getting enough to meet demand in certain cases. As with other retailers, keeping our shelves stocked has been a challenge in the past few weeks and our Associates and suppliers are working around the clock to fill our shelves back up. We restock daily and depending on customer's needs, we may run out of items. We sincerely thank you for your patience as work through ways to ensure we have enough product to meet the demand.

▶ **Do you limit the number of key products (toilet paper, hand sanitizer, etc.) people can buy?**

Although we are restocking shelves all day, every day, due to unprecedented demand, we have had difficulty keeping some products in stock. Manufacturers have instituted nationwide limitations on a number of products, which has prevented us from getting enough to

meet demand in certain cases. We currently do have limits in place for many items and we are asking customers to shop responsibly, buy what they need and respect the policies posted in our stores.

▶ **What is your policy on refunds, returns and rain checks?**

To best serve our customers at this time, we are unable to accept refunds, returns or issue rain checks. All sales are final.

▶ **You announced special hours for customers 60+, but does that include anyone vulnerable?**

In addition to customers 60+, anyone with a weakened immune system is also welcome to shop during the 6 am-7:30 am time frame. We just ask customers to respect this policy and allow our more vulnerable customers the opportunity to shop during this time.



▶ Are the special shopping hours happening every day?

Yes, the special hours are taking place seven days a week from 6 am-7:30 am. Our stores open to the general public at 7:30 am and close at 8 pm. All customers are welcome to shop from 7:30am-8:00pm daily.

▶ Are you controlling the number of people entering during special shopping hours?

We are not taking specific measures in terms of crowd control. We have intentionally made these hours available every day to better enable social distancing and to reduce the number of people in-store versus making them available only one or two days per week. It's also important to note that our stores receive deliveries several times each day, so our shelves are being replenished at regular intervals.

▶ Why aren't you limiting the number of people who can be in the store at the same time?

We are in compliance with local and state regulations as it relates to the number of people in a store. In most cases, limits on the number of people allowed in an establishment do not apply to supermarkets.

▶ Have you raised prices recently?

We can confirm we have not raised prices. We continue to offer sale prices on items from week to week. Items that go on sale one week won't be on sale the following week. You can consult our circular on a weekly basis by going here:

stopandshop.com/coupons-weekly-circular/weekly-circular/

▶ What are you doing to keep your stores clean and safe?

We have added a third-party cleaning service to our already extensive cleaning procedures to hit key areas more frequently.

Upon entering all our stores, disinfecting wipes should be available near the entrance and customers are welcome to wipe down carts, hand baskets, and ScanIt! devices before use. Please note, given the volume of traffic to our stores, stocking wipes at



the entrance has been a challenge.

We temporarily closed-down many service components like hot bar, wing bar, olive bar and salad bar where we could not control the environment. We also closed all seating areas and discontinued café operations.

Our associates are frequently wiping down self-service locations and checkout areas with disinfectant. This includes the belts and pin pads at our registers.

We have suspended our food sampling programs, in-store events, as well as community solicitation until further notice.

▶ **Are you taking any precautions with your associates?**

We are providing them with updated direction and guidance from the CDC and local health officials on healthy workplace habits, and we are working to ensure our associates have items like disinfecting wipes, gloves and hand sanitizers to use at work to help keep themselves and customers healthy. In addition, associates are conducting regular handwashing every 20-30 minutes. Stop & Shop is encouraging all associates who don't feel well to stay at home.

▶ **My community group's solicitation was canceled, why?**

Out of an abundance of caution, all community group solicitation has been canceled until further notice as we continue to prioritize the health and safety of our customers and associates.

▶ **There are no in-store events or sampling, why?**

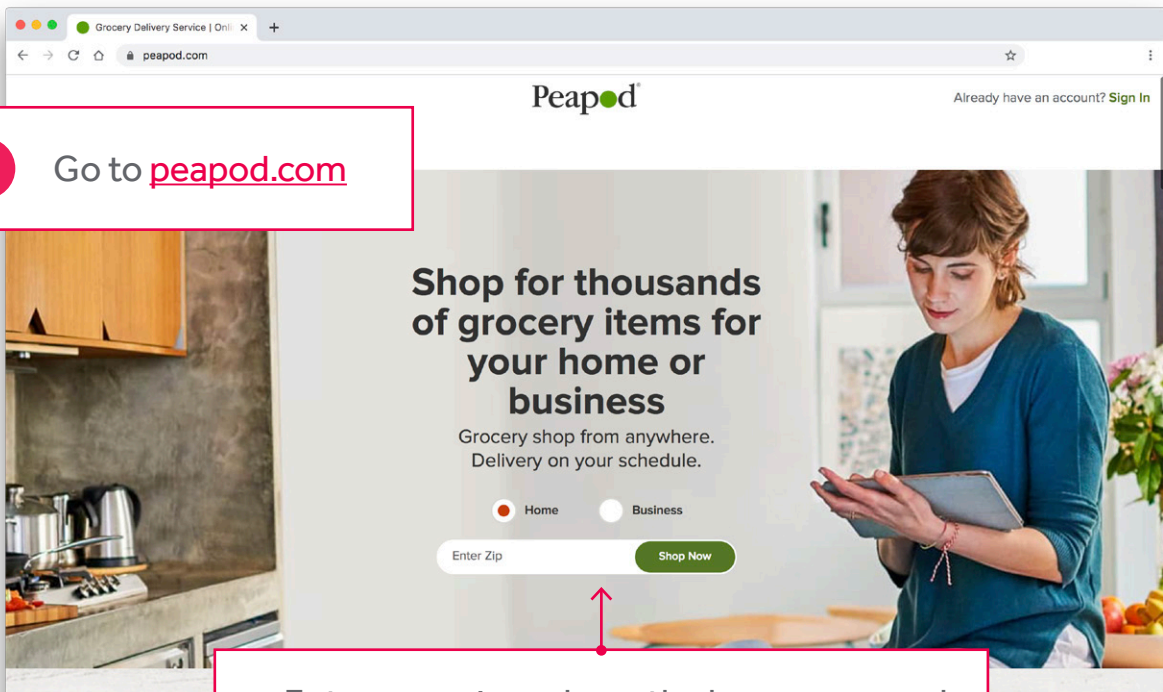
All in-store events and food sampling have been canceled until further notice as we continue to prioritize the health and safety of our customers and associates.

▶ **What precautions are being taken at the Pharmacy?**

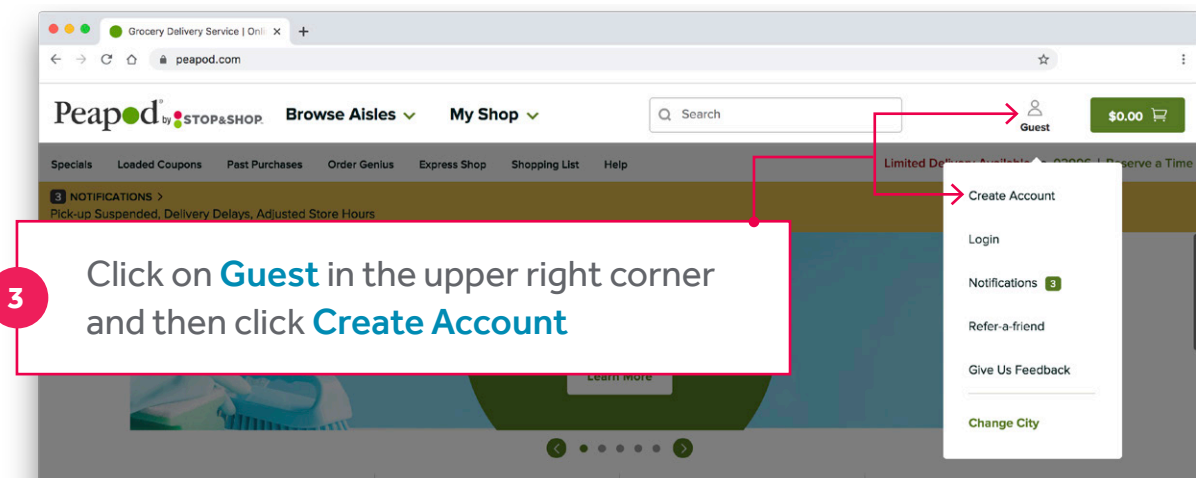
At all pharmacies, our associates are wiping down the pharmacy counters and pin pads even more frequently with disinfectant. Our pharmacy associates are also conducting handwashing at more frequent intervals as well as using hand sanitizer on a regular basis. Additionally, all pharmacy patrons are encouraged, as always, to remain behind the privacy line until the customer ahead of them has left the area.

▶ How do I set up an online account so I can get delivery?

1 Go to peapod.com



2 Enter your zip code on the homepage and then click **Shop Now**



3 Click on **Guest** in the upper right corner and then click **Create Account**

Peapod by ST
Specials Loaded Coupons
3 NOTIFICATIONS >
Our privacy policy and terms

Create Account

Username (Email Address)

Password

Must Contain:
8-128 characters
Numbers, lowercase & uppercase letters

Confirm Password

Continue

4 On the next page, create a username and password and click **Continue**

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Create Account

Stop & Shop Card

Enter your card number to shop the items you've purchased at your local Stop & Shop.

Card Number - optional

Continue

5 If you would like, enter your Stop & Shop loyalty card number to see and shop from your past in-store purchases. If you don't have a Stop & Shop loyalty card you can either skip this step or go to stopandshop.com to sign up for one

The screenshot shows a mobile application interface with a 'Create Account' modal. The modal has a title bar with a back arrow and a close 'X' button. The main heading is 'Delivery Address'. Below this, there are several input fields: 'First Name', 'Last Name', 'Address Line 1', and 'Address Line 2 - optional'. Below these is a section for location information with labels 'City', 'State', and 'Zip Code'. The values entered are 'Providence', 'RI', and '02906'. At the bottom of the form is a 'Phone' input field. A green 'Continue' button is centered at the bottom of the modal.

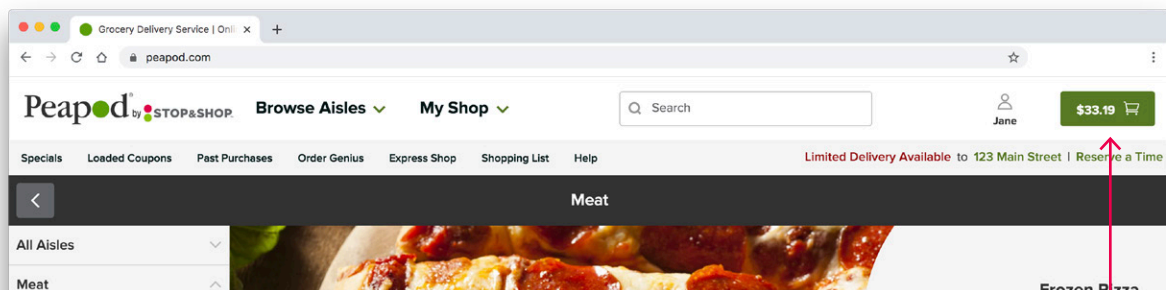
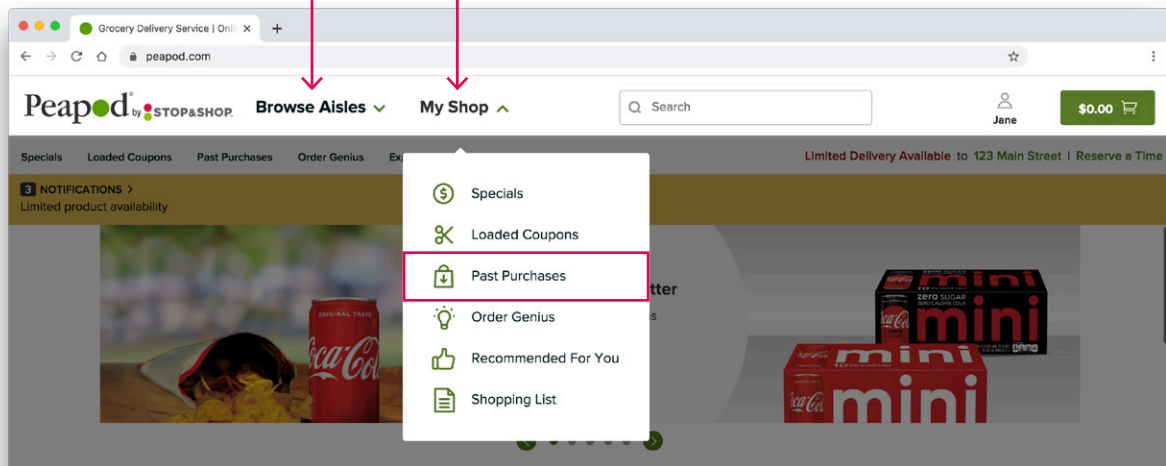
6 On the next screen, enter your delivery address and phone number and then click **Continue**

The screenshot shows the same mobile application interface, but the 'Create Account' modal is now on a confirmation screen. The title is 'Did We Get it Right?'. It displays the entered information: 'Username/Email' as 'hweazal@yahoo.com', and 'Delivery Address' as 'Jane Public, 123 Main Street, Providence, RI 02906, (555) 123-4567'. There is a 'Change' button next to the address. At the bottom is a green 'Continue Shopping' button.

7 On the next screen, confirm your details and start shopping by clicking **Continue Shopping**

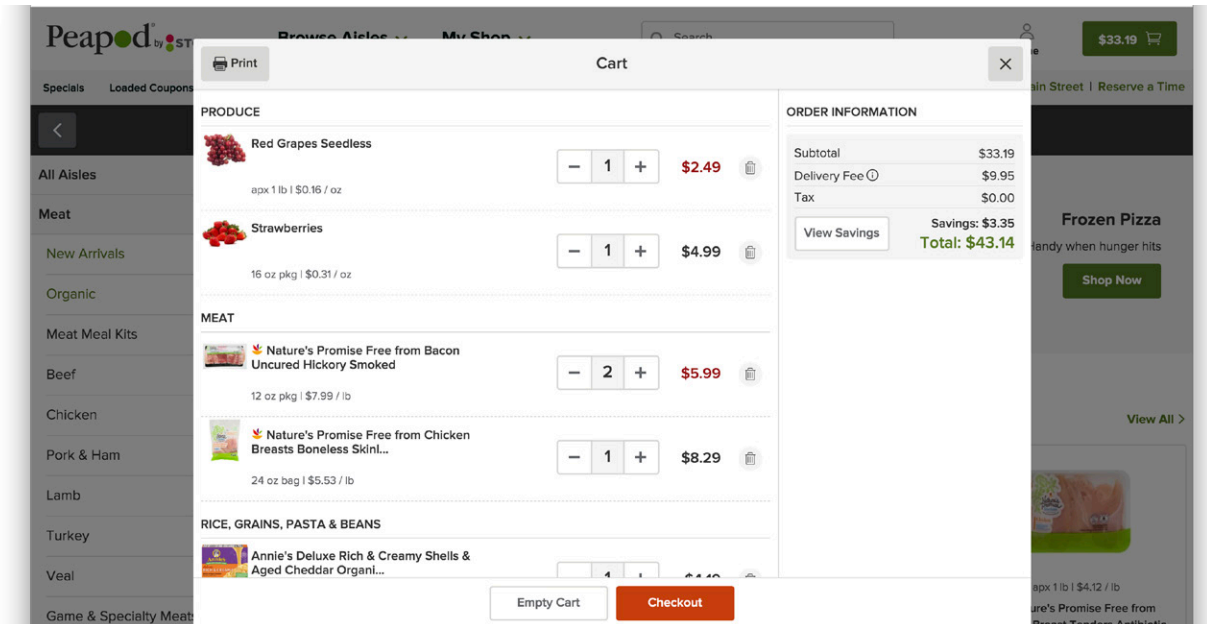
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You can **Browse Aisles** or click **My Shop** to see your past purchases

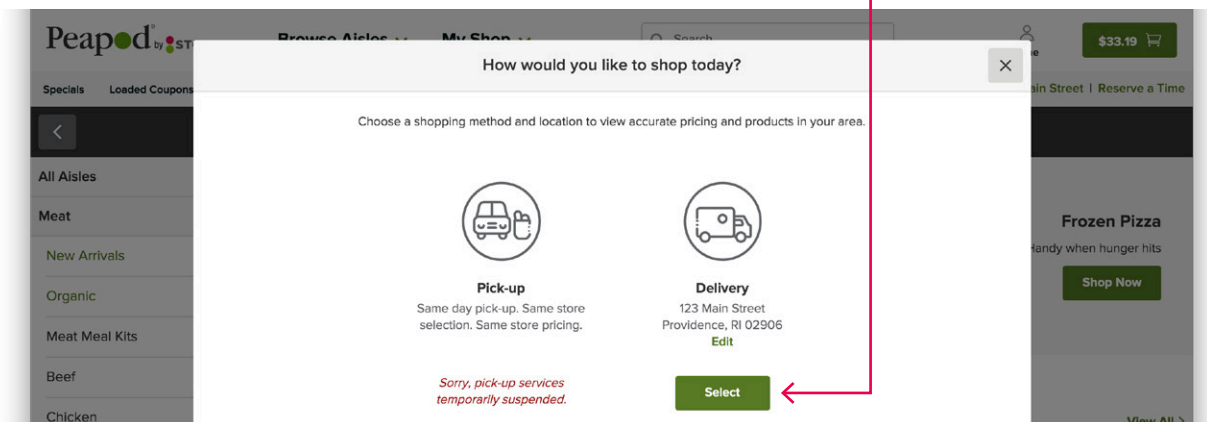


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When you are done shopping and you want to check out, click the shopping cart in the far right corner of your page and your cart will pop up—you can checkout or adjust your cart here



10 To checkout, click **Checkout**, select **Delivery** on the next page and then select an available day and time



11 You will receive a confirmation with the details of what you purchased and the time and day of your delivery



▷ Why was your pickup service temporarily suspended?

Our store pickup service was temporarily suspended, but our delivery service was not. Suspending this service was a very difficult decision, but we are focusing on stocking shelves in our stores & other key priorities to better meet the needs of all customers.

▷ When will pickup services be available again?

At this time, we are not able to provide a date our pickup services will resume. We will announce the return of pickup on our website, so please check back.

▷ Why can't I get a delivery time?

Due to the fact that many customers don't want to leave their homes, we've had unprecedented demand on our home delivery services. We expanded availability of delivery times, but given the challenge of keeping items in stock, we can't expand any more at this time. We apologize for the inconvenience and we appreciate your patience as we continue to work diligently to provide alternate solutions.

▷ What precautions are being taken for home delivery?

Our home delivery facilities and drivers are taking additional measures to promote cleanliness through regular handwashing and use of hand sanitizer, per CDC guidance.

Stop & Shop's home delivery customers can now request an "contactless delivery." This means that the driver will drop your order on your front step, ring the doorbell, then depart. This can be requested by leaving a note on your door at the time of your scheduled delivery.

