



## Home Delivery

Email Service Charge 11.00 Phone Order Charge 16.00

**Minimum Order 100.00** No Deliveries On Sunday

Same Day Delivery Cut Off 2pm

At this time we don't provide an online service. We will take your order personally over the Phone or you can send an email. We will be asking you if you permit us to make like item substitutions. If you say yes we will use our best judgement in sending you a similar item. WE will not be able to accept returns on items that fit the criteria of similar item. If you do not give us permission to substitute , no item unless exact, will be sent. If your order doesn't meet the 100.00 Minimum the delivery charge will be 20.00

### **2 Payment Options** (Driver's will not enter your residence)

- 1) COD** The driver will call the Phone number you supply, advising you he is on his way. You are to meet the driver at the location of your residence that you both discuss. You must have your credit card or Cash Payment ready .**If you are not there present the driver will continue on to his next order.**
- 2) Payment Link.** After your order is registered with a total at the store , you will receive an email with a payment link with the order total and conditions relative to returns. Please take care of this promptly. **Your order will not leave the store until payment is processed.** If your Having trouble with your Link email [delivery@cafassosfairwaymkt.com](mailto:delivery@cafassosfairwaymkt.com) or call the order dept.
- 3) If you wish to tip the driver Please use Venmo **Cafasso's Fairway Market**** noting who it's for. Please do not tip employees using their personal accounts

**Driver's will not be accepting Returns** . If you have severe issues with the order you must contact customer service or email [office@cfmkt.com](mailto:office@cfmkt.com) to resolve your issue. No adjustments will be made to the final amount of the order . Please if these conditions are not to your liking we cannot accept your order request.

If You would like to **email** your order for the next day . Please follow the instructions on the next page

Thank You for Considering us and your Business.

Next

# Order Email Instructions

The email service at times will be suspended due to volume . You will get an automated response after sending your email telling you whether it was accepted or not. Please look for it.

**Required Email Order Format** (please follow these instructions in order for us to fulfil your order)

**Subject Line** Your requested delivery date

## **E Mail Body**

- **Your Full Address**
- **Active Phone Number** (preferably Cell we will not distribute your number to anyone)
- Designate your desired Payment Option ;  
**Email Link** (email address for Link)  
**COD** ( driver will Call when in Route you Must be present. Cash or credit Card accepted)
- Please as a general rule designate Substitution Or No Substitution. ( you may then individually designate items otherwise)
- When Listing Your Order write in list form not Paragraph  
( it must be in somewhat of a product group order)

Produce	Cereals, Nuts	Meats
Seafood	Dairy	Packaged Bread
Prepared Foods,	Liquor	Soda Water
Deli	Dry Groceries	Health Beauty Aides
Fresh Bakery	Paper Cleaning Supplies	Everything Else
Gourmet Cheese	Frozen Food	

Email Your Order to **delivery@cfmkt.com** Please do not resend you're your order . Wait for the auto reply telling you whether the order was accepted or **not**

**NEXT**

## Telephone Order Instructions

**1)** You will be asked your address, phone number, email , your substitution preference, and your desired method of payment

**2)** In taking your order please have your list prepared . Please group the items as best you can. For example keep Produce together, dairy together, paper Product together and so on.

**3)** Please be specific as possible, with your requests as to size , ripeness, quantity etc.

**4)** it's Best to give the entire Order to the service agent your speaking to. There are times that you need specific expert assistance in which you may want to speak to either our **Custom Departments** (Deli/ Prepared Foods , Butcher Counter or Seafood counter). If so;

- Wait until the end of the order and advise your service agent of your request to speak to all or any of the following, butcher, deli, or seafood. Your agent will make note of the transfer. After speaking to the first custom department mention that you need to speak to the next one. ( i.e. you ordered at the butcher , ask butcher to be transferred to the seafood )The note of the transfer will be used by the Order picker as advisement that you have an additional order in that respective dept.
- **Do not call the butcher, deli or seafood directly with out telling the Order Dept agent.** By doing so you will have broken the chain and the order Picker will have no advisement of your add on order and therefore not include it.
- No orders will be accepted by customers texting ,calling , or emailing the personal devices of store employees.
- Add on are only accepted up to 15 minutes after your initial Call