Snap – 24H pick up room & courier

COURIER DELIVERY

1. **What is courier delivery?** Courier delivery allows eligible customers to have their order delivered directly from a participating local store to their specified delivery location.

2. **How quickly will my order be delivered?** Eligible orders placed before 1 p.m. local store time may be available for same-day delivery when courier delivery is selected. Orders placed after 1 p.m. local store time, on weekends, or on holidays will be delivered the next business day. Delivery timing may vary based on order volume, product availability, and delivery location.
3. **Is there a fee for courier delivery?** Delivery fees will be displayed during checkout before you place your order.

4. **What if I have special delivery instructions on my order?** After selecting a courier, you can add notes/comments with any specific delivery instructions you may have.

5. **How do I know if my order is eligible for courier delivery?** If your order is eligible, the option for courier will show in the fulfillment options when you check out.

24H PICKUP ROOM

1. **What is 24-hour pickup room?** 24-hour pickup allows you to pick up eligible orders from a secure pickup room at participating store locations outside of normal store hours.

2. **How will I access the pickup room?** You will be given a personal keypad code to enter the pickup room to be used when picking up your items.

3. **When can I pick up my order in the 24H pickup room?** Once you receive notification that your order is ready and have received your keypad code from a store employee, you can pick up your items.

4. **What if I place my 24 H pickup order when the store is closed?** Orders placed within one hour of store closing, on weekends, holidays, or after store closure will be placed in the pickup room the next business day. You will receive a notification when your order is ready for pickup.

5. **How do I know if my order is eligible for 24-hour room pickup?** If your order is eligible, the option for 24-hour room pickup will show in the fulfillment options when you check out.