

# Whole Foods Market Island Delivery

Whole Foods Market provides delivery via the Casco Bay Lines ferry year-round, seven days a week. Delivery is also available to Cushing Island when in season.

To place an order via email for delivery:

- Before placing any orders via email, you'll need a credit card account on file. Please stop in or call the store to get set up!
- All grocery orders and delivery-related correspondence should be sent to the Provisions team: [NAPTLprovisions@wholefoods.com](mailto:NAPTLprovisions@wholefoods.com)
- **Always** include your name, island for delivery, contact phone number, account holder (if it's not you), preferred delivery date, and Amazon Prime phone number
- We will confirm receipt of your order via email and will include the date and boat time on which you can expect your groceries in our email reply.
- In order to take advantage of Amazon Prime member discounts, make sure your Prime phone number is linked for use at Whole Foods via the Whole Foods app.
- Please be as specific as you can when composing your list. Our team will make reasonable substitutions as needed, but please note if there is anything you do **NOT** want substituted.
  - o If you require a phone call for substitutions, please note that in your email.
  - o We cannot accept additions to orders that have already been placed.
  - o We cannot ship alcohol unless you've shopped for it yourself in the store.
- Pricing and fees:
  - o Personal shopping fee: 10% of order total (pre-tax), minimum \$10
  - o Thermal packing: flat \$3 per order
  - o Insulated bags: \$1 each (refundable)
  - o Ice sheets: \$4 each (refundable)
  - o Insulated bags and ice sheets are refundable in-store only; please do not send refundable items via Casco Bay Lines as we cannot guarantee receipt.
- Please note that we cannot ship any order without a credit card account in good standing. If the credit card on file cannot be processed, your order may be delayed.

To shop in-store for your own order for delivery:

- Whole Foods Market Provisions team will ship anything you purchase in-store, including alcohol.
- Orders shopped in-store by **11am** will be delivered the same day. Any orders shopped after 11am will be delivered the following day.
- Please notify the cashier that you are a Provisions customer and let them know which island you're on – they will give you an island delivery slip to fill out your contact information.
- Applicable packing fees will be applied. Please see the outline above.

Whole Foods Market reserves the right to refuse an order at any time. You will be notified if an order is canceled or delayed.

We look forward to supporting our island customers! If you have any questions, please do not hesitate to give us a call at the store.