

Item Substitution Policy

It's important that you familiarize yourself with our Substitution Policy so you will know what to expect when you utilize this option on our site.

SUBSTITUTION & AVAILABILITY POLICY



While we try to update our Site when products are not available or are in limited supply, we cannot guarantee that the product you order, or the quantity you order will be in stock and available at the time your order is processed. We may revise and discontinue products at any time and are not responsible for typographical errors or misprints. At the time you place your order you will be given the opportunity to choose whether substituted products are acceptable in the event the product you order is temporarily out of stock or limited in quantity. You can also tell us not to make substitutions, in which case the unavailable product will not be included in your order. In the event the quantity you ordered is not available, we may elect to provide the available quantity along with some substituted product depending on your preference.

Frequently Asked Questions

Understand why and how products are substituted

Why do you substitute items?

Sometimes, items may become unavailable after you check out. We encourage customers to select the "Allow Substitutes" checkboxes next to items in their cart. Allowing substitutions will ensure most of your order will be fulfilled (regardless of brand). We'll try to substitute the unavailable item with a similar product.

How are substitute items chosen?

Substitute items are chosen based on attributes of the original item requested on your list. Our in-store shoppers pay attention to the original item's brand, flavour, size, price and whether or not there are specific attributes such as Gluten-Free, Organic, Lactos-Free etc. If we cannot find the brand you requested, we will then find another brand with qualities similar to your original request.

What happens if I don't allow items to be substituted?

If we are unable to find an item on your list that was not marked as "Allow Substitutes", we will leave this item off your list and continue fulfilling your order.

I've seen my item in your store.

Why isn't it online?

Our online store features the most popular items in our store, allowing you to purchase just about everything you need. In the event, you can't find an item online, you can add a note to your shopping cart to request an item not featured on the site. However, please keep in mind our substitution policy would still apply to that item as well. If it is out of stock and you do not indicate that you will accept a substitution, we will leave that item off of your list.

Will you call me if you have to make a substitution?

Unless we have a question for clarification, we DO NOT call customers about substitutions. Due to the high-volume of customers we shop for on any given day of operation, it is not feasible for us to contact every customer to go through each substitute items on their list. We will pick your substitute items based on your Account Substitute Preferences Form.