

Kirk Market Grocery Delivery & Pick-up Fees



DELIVERY & PICK-UP FEES			
Basket Size:	Delivery to Zones 1 – 4	Delivery to Zones 5 – 7	Pick-Up
CI\$75.00 and up	\$14.95	\$24.95	\$10

NOTE: Should Kirk Market not meet the assigned 2-hour window for delivery, the delivery fee will be refunded.

OPTIONAL FEES	
Cloth Tote Bag	\$1.29
Insulated Chiller bag	\$4.99
Large Freezer Bag	\$4.49
Small Freezer Bag	\$2.99
Unpacking Services at delivery address (OPTIONAL by prior agreement) TIP: Some properties offer unpacking services. Please check with your property manager.	\$10.00

PAYMENT OPTIONS

We accept Mastercard, Visa, Discovery or American Express credit cards or any US or Cayman Islands based debit card.

Authority for payment must be given at the time of placing your order.

You will not be charged until your order is ready for dispatch.

A copy of the receipt will be provided upon delivery or pick up.





KIRK MARKET

Grocery Delivery & Pick-up

FAQ's

1. What's the latest I can place my order for delivery?

All grocery orders must be submitted a minimum of 24-hrs in advance of the required delivery time. If you require a Monday delivery, then your order must be submitted by Saturday, 12 noon.

While we do try our best to accommodate last minute changes to orders received after the 24-hour deadline, we cannot guarantee that those changes will be processed and delivered as requested.

2. Is there a minimum order amount?

Minimum order for grocery delivery is C\$75.00.

Please note: that we do not provide quotes for grocery lists.

3. Are your prices in US or CI dollars?

All the prices are in Cayman Islands Dollars (KYD).

If your payment method is a US Dollar credit or debit card, then the exchange rate will be C180¢ = US\$1.

4. When do you deliver?

We deliver Monday through Saturday, 8am through to 5pm.

We will ask you to provide a delivery window of 2 hours (e.g. "deliver items between 8am and 10am").

Delivery service is not available on Sunday, Christmas Day, New Year's Day and Good Friday.

Any special delivery requirements outside of this normal delivery time schedule will be considered on a case by case basis but will not be guaranteed and will be priced separately from the standard delivery schedule.

5. What if you don't have my item in stock?

If we don't have your requested brand, item or size, we will provide a substitute brand, item or size of equal quality. Substitutions are only made with your permission.

If you specify any special dietary requirements, we will ensure the substitute is suitable for your needs.

Substituted items will be packed and labelled for easy identification.

If you do not want any substitutions to your grocery list, please indicate "NO SUBSTITUTES" in your account setting/profile and we will notify you then remove your item from the list.

6. How will my groceries arrive?

We will deliver your order to the main entrance of the delivery address.

Our delivery team may carry your order into the delivery address, for example, to a floor in an apartment block or into your kitchen but only if:

- a) you have given our driver your permission and;
- b) our driver believes that it is safe and practical to do as you request.

We always reserve the right to deliver only to the main entrance of the delivery address.

All goods must be signed for on delivery by an adult aged 18 or over.

If we attempt to deliver your order to your delivery address, and there is no-one there to accept your order, the driver will leave a notification of attempted delivery and you will need to contact ConciergeServices@ksl.ky to re-schedule delivery.

In these circumstances, if we must return to deliver the goods, a further charge may become payable if delivery is attempted at the agreed time. Whilst we make every effort to deliver all your goods in the agreed time, we will not be liable if we fail to do so in part or in full due to circumstances beyond our control.

7. How do I request a refund or return an item?

Refunds can be requested once your order is delivered. Simply email: conciergeservices@ksl.ky within 2-hours of the signed time of delivery.

8. How do I cancel or make a change to my order?

You can cancel or make a change to any of your current orders up until 24 hours prior to the scheduled delivery time.

Any cancellations submitted after the 24-hour deadline will be subject to a restocking fee of \$10.

9. What payment methods do you accept?

We accept Mastercard, Visa, Discovery or American Express credit cards or any US or Cayman Islands based debit card.

Authority for payment must be given at the time of placing your order.

You will not be charged until your order is ready for dispatch. A copy of the receipt will be provided upon delivery or pick up.

Cayman Islands Residents and Corporate Customers – unless you have a charge account, please ensure you specify the method of payment on the order form which must be either a debit or credit card. If you have already supplied your card details please specify the last 4 digits on the order form for payment confirmation purposes. Concierge customers will automatically be added to a weekly e-mail reminder for placing grocery orders - you can opt out of this email at any time.

Hospitality Property Customers – when applicable, please ensure that you provide your property manager contact details along with the guest's credit card information 24 hours prior to the scheduled delivery time. Please remind your guest to advise their bank of charges from the Cayman Islands so that card is not blocked during the payment confirmation process. Orders for which a payment cannot be processed, will be scheduled for the next available delivery once a payment has been processed.