



Instacart Curbside Pickup and Delivery FAQ

What is Instacart's delivery area for Liquor City?

To confirm if you live within the delivery area, download the Instacart app or visit [instacart.com/liquor-city-wine](https://www.instacart.com/liquor-city-wine) and enter your address.

How much of Liquor City's wine and liquor selection is available for curbside pickup and delivery?

We are offering approximately 1,000 of our best items.

When will I be asked for proof of age?

You will be asked for proof of age (21+) when submitting your order, as well as at curbside pickup or upon delivery. When submitting your order online, you will be prompted to enter your date of birth. You must also agree to the terms and conditions. Upon curbside pickup or delivery, customers are required to show a federal or state ID that displays their date of birth (21+). Contactless proofing is available for both curbside pickup and delivery.

Are prices different for items purchased through Instacart than the prices in store?

Liquor City adds a price increase to items to cover the cost of shopping the order and the use of Instacart's technology. In addition, Instacart charges for delivery. You can learn more about [delivery fees](#) on Instacart's website. Loyalty Rewards discounts are available through Instacart. However, there are no rebates or coupons available for alcoholic products.

How do I receive Loyalty Rewards discounts?

If you add the phone number associated with your Loyalty Rewards account to your Instacart account, any available discounts will be applied to your order at check out.

What are the hours for curbside pickup?

Curbside pickup is available Monday through Saturday from 10 a.m. to 8 p.m. and Sunday from 1 to 5 p.m. Holiday hours may vary.

Where do I go to pick up my order and how will the store know I've arrived?

When you arrive, proceed to the designated parking spaces at the front of the store. Within the Instacart app, press the "I'm at the store" button. There is no need to leave your vehicle. A Liquor City employee will bring the order out and load your car for you. Providing vehicle type and color in the Instacart app will help us find you faster.

What if an ordered item is out of stock in the store?

Instacart's ordering system allows you to enable substitutes in your order. If you choose to do this, a Liquor City employee will select an item that is comparable. Customers must confirm any substitutions through Instacart before the order goes through check out. Please make sure to enable notifications in your Instacart account settings.

How can I change or cancel an order?

To change or cancel an order, simply log back into Instacart and find your pending order. You may add or remove items until we complete shopping the order. You may cancel an order up to the time we begin shopping it in the store. You can learn more about [Instacart's cancellation policy](#) on their website.