



The Country Grocer

First Time User Tips

More Questions?

Our delivery department is open Monday to Thursday 8am to 4pm and Friday 8am to noon. After hours, you can leave a voicemail or send an email and staff will get back to you the next day.

Telephone: 613-731-6883
Toll Free: 1-866-731-6883
customerservice@onlinegrocer.ca

Payment & Delivery

You can pay for your order at the door with cash, debit, or credit or you can pay online by credit card.

As you create your order, a total is calculated online. This is an estimate but may change based on quantities of weighted items, substitutions, and sale prices. The final total is generated when your order is rung through our cash system, the same as it would be if you were shopping in store yourself. Upon delivery, you receive a receipt showing what you have received and have been charged for.

It is important to note that online payments place a hold on the card, but the final amount charged will be what appears on your receipt.

Website Features and Tips

Our website has a number of features to help make shopping easier and more convenient for you. To navigate the website, there are two ways to find the product you're looking for:

First, you can navigate through the aisles to find what you are looking for. Aisles are further divided into sections and shelves. For example, in the aisle "Snacks & Sweets", you will find the section "Cookies" and in that you will find the shelf "Chocolate Chip". This is where you can find all of the types of chocolate chip cookies that we sell.

Second, you can use the quick search bar found in the top right-hand corner. Type what you are looking for and all products matching this description will pop up. For example, you could type "apple juice" and you would find all of the types of apple juice that we carry.

Substitutions

Sometimes we may be out of an item that you've ordered. When this happens, we do our best to make substitutions based on your preferences. Preferences are selected at the checkout.

No Preference:

In this case, we make a substitution with the most comparable item available. For example, if we were out of Lean Cuisine Sweet and Sour Chicken, we would send you another Lean Cuisine chicken entrée.

Size only or Brand Only:

If you choose size only, we will substitute the same item of a different size; for example, if we were out of Cheerios 700g, you would be sent two boxes of Cheerios 350g.

If you choose brand only, we will substitute the same item in a different brand; you would be sent PC Honey O's 700g.

Favourites: To make it easy for you to find products that you order regularly, we have a feature that will allow you to maintain a list of your favourite products. To add an item to this list, check off the box shown below the product that says "Show in Favourites" and then scroll down to the bottom of the page and press the grey box "Update Shopping Cart and My Favourites". To view your Favourites, just select the tab "Favourites".

Produce and Meat Items: Many of our produce and meat items are priced per kilogram. This means that when you order green peppers on the website, you are by default ordering one kilogram. All items priced this way have the option to leave a comment on the item. This will allow you to specify if you would like to order only one single item.

Comments: At the end of your order, there is a section to leave comments with any important information about delivery and substitutions or product requests.

No Substitutions:

In this case, we do not substitute anything so your order would be missing the item.

*In all cases, we try to contact you to offer substitutes so that you are not left without, but sometimes you may not be available and the order will be left short.