



## Frequently Asked Questions

### **How do I access the online store?**

[shop.kalispelmarket.com](http://shop.kalispelmarket.com)

### **Will I need to create a new account?**

Yes, or you can shop as a guest.

### **Will all items in the market be available for online ordering?**

Currently, we have over 100 of our top requested items.

### **Are prices the same as when I shop in the market?**

Yes, the prices online are the same as in the market

### **Who does my shopping?**

One of our Market attendants will complete your shopping.

### **Minimum time needed to order?**

We plan to fill orders as soon as we can depending on business levels and staffing. You can preorder up to 5 days out.

### **If an item is out of stock in the market, will it show up on our online ordering page?**

Yes, however, a Market team member will reach out to you to see about a substitute.

### **How does pickup work?**

Pull up to the drive-up window, pay with cash or card for your order, then drive around back and meet a Market attendant to pick up your order.

### **Is delivery an option?**

Not currently.

### **Are there fees?**

There are no fees for using our online ordering service.

### **Will the Market attendant load my order in my car?**

Yes, when you pull around to the back of the Market, they will get it loaded up for you.

### **Do the Market attendants accept tips?**

We do not accept tips, but they do appreciate your gratitude.