



COMMON QUESTIONS

Q. How can I place an order?

A. Orders can be placed on our website, via phone, or email (orders@rochs.com).

Q. Is there an order minimum amount?

A. There is a \$35 minimum order amount.

Q. Is there a delivery or curbside charge?

A. There is a \$9.99 delivery charge and \$4.99 curbside pickup charge on corresponding orders.

Q. Where do you deliver?

A. Currently we deliver in the Rhode Island. Includes Block Island. All deliveries are facilitated by Roch's own trucks and drivers right to your door. For out of state deliveries please call our office.



Q. Is there an order cutoff time?

A. Our cutoff times for delivery or curbside orders are a **day before delivery or pickup by 1pm** for our West Greenwich location. Please call our Narragansett location for their available times 401-284-2900.

Q. When can I expect my order?

A. Out of our West Greenwich location, you can pickup your order **Mon. – Sat. between 10am - 2pm** and deliveries will occur **Mon. – Sat. between 7am and 10am or 1pm and 4pm.**

Q. Do I need to be home to receive my order?

A. No. You do not need to be home or answer the door to receive deliveries. We do ask you choose an optimal delivery window when submitting your order to ensure you will be available to receive your order.

Q. How can I keep my product safe and cold if I am not home?

A. Your products are picked, packed and then stored in refrigerated cooler. Your products are then transported via refrigerated trucks to your doorstep. In order to keep your order cold and safe if you are not going to be available for your delivery, we ask that you have a cooler or insulated bag readily available on delivery days. On very hot days, we ask you line your cooler with ice or if you have ice packs to place in your cooler or bag to help ensure product safety. Roch's is not responsible for any temperature sensitive items that are left without proper storage.



Q. What is your return policy?

A. We will process valid refunds your up to 7 business days after the order is processed by applying a credit against your credit card used for the purchase. At the company's discretion, in some cases a credit may be given to use for future purchases. We normally process refunds within 5-7 business days. Refunds beyond 7 business days are at the discretion of the company.

Due to COVID19:

We are not accepting returns at this time. For safety and health reasons we cannot take back any products that have been taken into a home. We cannot enter into any residences or facilities for home delivery orders. At the company's discretion, in some cases a refund may be given to use for future purchases.

Concerning Gift Baskets, if a basket does not meet your satisfaction, we will provide you with a 100% refund. Making sure our customers are happy is important to us here at Roch's Fresh Foods.

Q. When can I cancel my order?

A. We require that any cancellation of your delivery or curbside pickup order be made no later than **11:00pm** EST on the day before your scheduled delivery or pickup. You can call customer service at 401-392-4230 or orders@rochs.com.

Q. Can I place a future order?

A. You can place an order up to 10 days out of the current date.

Q. What if my product didn't meet freshness standards?

A. Roch's stands by our quality and freshness of our food. If any item does not meet our freshness standards, we will replace or refund those items.



Q. I have a dietary restriction, do you still have product options for me?

A. At Roch's we do our best to either supply or source items to fit everyone's diet.

Q. Why did I receive a substituted item?

A. Roch's does its best to ensure all orders are completely fulfilled. In some cases we may substitute an item brand as item availability may vary. You will not be charged additionally for any substitute changes unless we receive customer authorization for any item that was not originally on the order.

Q. Do you work with local suppliers?

A. We work with local suppliers as much as we can, due to limited product demand and seasonality some local product availability may vary.

Q. Why do I see a different price online than what I was previously charged for an item?

A. Prices are subject to change. Challenges with the supply chain and market fluctuations may cause some item pricing to change daily.

Q. Are you affiliated with Roch's West Warwick grocery store?

A. Roch's Fresh Foods is not affiliated with that location in any way. You can read more about the Roch's Family Story [here](#).



Q. Who can I contact for general inquiries?

A. You can contact us directly at 401-392-4230 or email us at orders@rochs.com.