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Answers to frequently asked questions about Same-Day Delivery powered by Instacart are below: HOW CAN I CONTACT INSTACART REGARDING MY COSTCO SAME-DAY DELIVERY ORDER? For any order or site support, please contact Instacart Support at 1-888-246-7822 or visit the Help Center page found at Pack to Top IS SAME-DAY DELIVERY OFFERED IN MY AREA? Same-Day Delivery and enter your address to see if delivery is available in your area. All eligible items, including fresh foods, will be listed depending on your address. If Same-Day Delivery is not available in your area, you may be interested in nationwide CostcoGrocery (excluding AK, HI, and PR). Find out more about CostcoGrocery 2-Day Delivery here. Back to Top WHEN WILL MY SAME-DAY DELIVERY POWERED BY INSTACART ORDER ARRIVE? Orders are delivered by Instacart during the delivery window you've selected on the same day, next day, or day of your choice. Contactless delivery is available on orders excluding alcohol or Rx. Back to Top ARE THERE ADDITIONAL FEES OR MINIMUM ORDER REQUIREMENTS FOR SAME-DAY DELIVERY POWERED BY INSTACART? Item prices are marked up higher than your local warehouse. Instacart uses this markup to pay for their delivery service. There's also a minimum order requirement of \$35. Back to Top WILL MY SAME-DAY DELIVERY SHOPPING COUNT TOWARDS MY EXECUTIVE 2% REWARD OR 2% CASH BACK THROUGH MY COSTCO ANYWHERE VISA® CARD BY CITI? Yes! Same-Day Delivery Powered by Instacart shopping counts towards your Executive Reward on the original warehouse sell price, before the markup is added. For even more savings, pay with your Costco Anywhere Visa® Card by Citi to earn 2% cash back. Back to Top CAN I SHOP COSTCO SAME-DAY DELIVERY IF I'M NOT A MEMBER? Costco Same-Day Delivery is only offered to members. If you're not a member, you can shop directly from Instacart.com, but you'll pay a higher price than members shopping on Costco Same-Day Delivery. Find out how to sign up for a Costco membership here. Back to Top CAN I PURCHASE COSTCO.COM AND COSTCO SAME-DAY DELIVERY ITEMS AT THE SAME TIME? No. Your Costco Same-Day Delivery cart is separate from your Costco.com cart, so you cannot purchase Costco.com items and Costco Same-Day Delivery items at the same time. Back to Top WHY DID INSTACART CHARGE ME MORE THAN THE TOTAL OF MY ORDER? Instacart puts a temporary hold on your credit/debit card that includes a buffer to take item additions or substitutions into account. The final charge represents the items picked, and will not include items cancelled due to being out of stock. Back to Top WHY DID INSTACART CHARGE ME TWICE? You may see a temporary hold on your account before the final charge reaches your credit/debit account. The temporary hold should show as "pending," and will be removed within a day or two. Back to Top CAN I USE MY COSTCO SHOP CARD TO PAY FOR MY SAME-DAY DELIVERY POWERED BY INSTACART ORDER? The Costco Shop Card to pay for your order, we recommend utilizing our 2-Day Delivery option. Back to Top HOW CAN I GET A REFUND? To request a refund for any reason, you must make your request within 7 days of delivery. Please let Instacart know as soon as possible if your order: Is missing items that you were charged for on the final receipt Contains damaged, spoiled, or otherwise unusable items. Refunds issued by Instacart are processed immediately, but it may take 5-10 business days to see the funds in your bank or credit card account, depending on your bank or credit card account, depending on your bank or credit card account, depending on your bank. You won't see refunds in your bank or credit card account, depending on your bank or credit card account. SIGN IN / ACCOUNT MAINTENANCE Your Same-Day account uses information from your Costco.com account, you must sign out and sign back into the Same-Day site. To sign out on the Same-Day site on your desktop, click on the black & white account profile icon on the top right hand side of your screen and select "Log out". If you're using "Same-Day" through the Costco app on your mobile device, you must log out of your Costco app completely and log back in. If you're information is still not updated after logging back in, clear your cache and cookies in the browser or the Costco app, whichever channel you are using the Same-Day experience on. Back to Top Title How can I return an item purchased in a Costco Warehouse? Body With few exceptions, Costco has a 100% satisfaction guarantee. Simply bring the product to any Costco warehouse and our Member Services Team will be happy to assist you*. It helps if you have the receipt or original product packaging, but it may not be necessary to process your return. Please keep in mind that, in order to continue delivering the low prices you expect from Costco, some items do need to be returned within 90 days. View Costco's Return Policy. We also offer free technical support for TVs, computers, cameras, printers, and more—and that's across their lifetime. *Limitations apply. See the membership counter or Costco.com for details. Title What is Costco's return policy? Body Risk-Free 100% Satisfaction Guarantee On Membership: We will cancel and refund your membership fee at any time if you are dissatisfied. On Merchandise: We guarantee your satisfaction on every product we sell, and will refund your purchase price*, with the following exceptions: Electronics: Costco will accept returns within 90 days (from the date the member received the merchandise) for Televisions, Projectors, Major Appliances (refrigerators above 10 cu. ft., freezers, ranges, cooktops, over-the-range and under-counter microwaves, range hoods, dishwashers, water heaters, washers and dryers), Computers, Touchscreen Tablets, Smart Wearable Devices, Cameras, Aerial Cameras (drones), Camcorders, MP3 players and Cellular Phones (return details will vary by carrier service contract). Our Costco Technical & Warranty Services representatives are available to assist with technical support and warranty information for many of the products above. You'll find a list of eligible items here. Diamonds: 1.00ct or larger: Members returning a diamond over 1.00ct must also present all original paperwork (IGI and/or GIA certificates) at which time they will receive a Jewelry Credit Memo. Within 48 hours, our Costco Graduate Gemologist will inspect for authenticity. Cigarettes and alcohol: Costco does not accept returns on cigarettes or alcohol where prohibited by law. Products with a limited useful life expectancy, such as tires and batteries, may be sold with a product-specific limited warranty. Special Order Kiosk and Custom Installed Programs: Custom product(s) manufactured to our member's personal and unique specifications. Airline and Live Performance Event items are non-refundable. Precious metals are non-refundable. Shop Cards are non-refundable. Shop Cards are non-refundable. How to Return an Item Products purchased at a Costco location need to be returned at the returns counter at any Costco warehouse. Costco.com. Accepted payment methods differ online and in the warehouse. Please click here for a complete list of accepted payments. *Limitations apply. See the membership counter or Costco.com for details. Title Return or Replace your Costco.com for details. Title Return or Replace your Costco.com for details. risk-free 100% satisfaction guarantee on both your membership and merchandise. Limited exceptions apply. See Costco's Return to Warehouse: For an immediate refund, including shipping and handling fees, return your purchase to any Costco warehouse. To find your nearest location, please visit our warehouse locator. Accepted payment methods differ online and in the warehouse, please check our list of accepted payments to which the refund can be placed. If possible, the refund will be placed on the card used for the purchase. Information on Warehouse Returns Return or Replacement on Costco.com: To request a return or replacement on Costco.com: Log into your account through Sign In / Register. 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Select Orders & Returns or Replacement on Costco.com: Log into your account through Sign In / Register. Select Orders & Returns or Replacement on Costco.com: Log into your account through Sign In / Register. Receive your return label within the hour* or schedule a pickup (where eligible). For large items, you will be sent an email with additional instructions. *Items such as food (including pet products), high-end jewelry, floral products, and paper products may require additional processing time. 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