



# SVA Grocery Delivery Service FAQs

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## **How are the SVA Store Prices set (& are there the same discounts as in-store?)**

Each New World has slightly different pricing and specials which change each week. The prices on SVA's shop are the estimated price, but may differ slightly between store. We always aim to buy items on special.

## **In simple terms, how does payment work?**

SVA uses a secure payment system to take a hold on your credit card for the estimated amount of the groceries. We only actually charge your credit card once we have been shopping and have the receipt for your groceries.

## **Who is this service for?**

This service can be used by anyone who has an access barrier to the supermarket due to age, ability or situation. We operate a trust-based model and thank you for respecting and caring for our volunteers.

## **Is it safe to get my groceries delivered during this lockdown period?**

The safety and well-being of our community is our top priority; we're working extensively with experts and agencies to ensure that we have taken every possible precaution to reduce the risk of transferring COVID19. All deliveries will be made to your doorstep or village with minimal contact made.

## **What is the delivery fee?**

There is no delivery fee during lockdown. We suggest making an order of over \$50 to ensure a volunteer's time has been well spent.

**What if the items I want aren't available at the supermarket?**

We'll do our best to substitute your items, in the event that what you've ordered isn't available. However, if we can't, you won't be charged for the items in your order: you're only charged for what we deliver to you. Please note, if you absolutely must have a certain brand due to a dietary requirement, e.g., because of an allergy, it's helpful for you to let us know in the comments of your order, so that we can make sure our volunteers know.

**I received the wrong item! What happens now?**

Oops! We're sorry about that! We're working incredibly hard to make sure that we can assist, but we may get it wrong in some cases. We cannot exchange or refund whatsoever. Your patience and understanding is appreciated during these challenging times.

**In greater detail, how does the payment system work?**

When you enter your credit card details at the online checkout or share credit card information on the phone to our team, we take an authorisation from your credit card. The amount that is "Authorised" is reserved on your card. Once we have processed your order, we then charge your card for exactly what was purchased at the supermarket. If there is a balance remaining we then "cancel" that with your Issuing Bank (ANZ, Westpac, ASB, etc.). Some banks take up to 7 days to process those cancellations.

For example, we might "Authorise" \$100, but 2 items were not in stock so we would simply "capture" \$92 and cancel the remaining \$8. Your \$8 will then be returned to you. We've worked with experts to build a safe and secure system; you can read the Terms & Conditions on our website for all the legalese.

**What is the Student Volunteer Army?**

The Student Volunteer Army started after the Christchurch earthquakes with students shovelling silt from peoples homes. We have grown into a national charity focused on getting young people into volunteering. We operate in 6 tertiary locations, 240 schools, and 1000 primary schools across New Zealand. To make a donation visit [www.sva.org.nz/donate](http://www.sva.org.nz/donate) or call 0800 005 902.