

Frequently Asked Questions

About Minier's Express

What is Minier's Express?

Grocery shopping just got easier with Minier's Express. Minier's Express is our new online grocery service powered by Rosie; it's everything that you love about Minier's, online! Shop for your favorite items from the comfort of anywhere. It's easy, fast and affordable. Simply login, shop for your items, select a pickup time or delivery time and arrive at the store to pick them up or wait for the groceries to come to you.

How much does it cost?

The pickup convenience fee for all orders is \$3.99. The delivery fee starts at \$3.99 and increases the further you are from the store. We have a delivery radius of 9.5 miles from our location at 84 Canal Street, Big Flats, NY 14814. This covers Big Flats, Horseheads, Elmira Heights, most locations in Elmira, Corning, Riverside, parts of Painted Post, parts of Pine City, and parts of Pine Valley.

Prices online may vary from those in-store. All advertised discounts and promotions found in the weekly ad are honored at the same price you would receive in the store. If you notice an item that you believe is priced incorrectly, please contact us email us at <http://www.miniers.com/contact>

Do you offer delivery?

Yes, seven days a week.

What are your hours of operation?

You can now shop online with Minier's Express powered by Rosie 24 hours a day by web browser or by mobile device. Minier's Express is available for pick-up from 10am to 6pm Monday to Sunday. Delivery is available 10:30-11:30am and 5-7pm Monday through Friday; and from 1-3pm on Saturday and Sunday.

On holidays, our pickup hours are subject to store holiday hours. You can view available times at checkout.

How fast can I pick up my order?

All pick up orders require a 2.5 hour lead time. The last time that an order can be placed for same day pickup is 3:30 pm (for the 6pm pick-up block).

How fast can I have my order delivered?

All orders require a 4 hour lead time. The last time that an order can be placed for same day delivery is 1:00pm from Monday to Friday (for the 5-7pm delivery block); and 9am on Saturday and Sunday (for the 1-3pm delivery block).

How Does Pricing work?

Though some item prices might be different than those in-store, Minier's Express works hard to provide the best value for online grocery shopping. All advertised discounts and promotions found in the weekly ad are honored at the same price you would receive in the store. If you notice an item that you believe is priced incorrectly, please email us at <http://www.miniers.com/contact>

Shopping Online

How does it work?

1. Create an account using the link on the homepage or by visiting www.rosieapp.com
2. Search for items using the search bar at the top of the page
3. Search for items using the department navigation on the left hand side of the page.
4. Add items to your cart by hovering over the item and selecting the quantity needed.
5. Click on the cart tab on the right hand side of the screen
6. Select in-store pickup or delivery and enter your contact information and/or delivery information
7. Choose a date and time to acquire your items
8. Review your order and enter any promotion codes
9. Checkout with your credit card
10. Pickup your order - be sure to have your **confirmation code** handy; or wait to have your order delivered to your location. You will need your **confirmation code** to receive your delivered items.

Is there a minimum/max order?

The minimum order is \$40.00 for online grocery purchase. We don't have a max order. However, items are subject to store availability

How far ahead can I place my order?

You may place your order up to six days in advance. However, at this point once your order is placed it cannot be modified. We are anticipating an update that will allow you to make an order, select a time slot and modify your order throughout the week. Please watch for update emails.

Do you have a freshness guarantee?

Whether shopping in-store or online with Minier's Express, our promise is to exceed your expectations by combining the best customer service with the freshest foods. Our team is committed to offering only the highest quality foods and services. Your satisfaction is paramount which is why we stand behind our products and services 100%.

That's our promise to you.

Can I pay with a gift card?

We do not accept gift cards at this time. Payment must be made by credit card at time of purchase.

Pickup and Curbside

What if I miss my pickup window?

If you miss your timeslot, we will contact you to reschedule.

Where do I pick up my order?

Look for the Minier's Express parking spots or designated curbside area. Call or text the number on your email confirmation and we will bring your order out to your car.

Alternatively, you can come directly into the store.