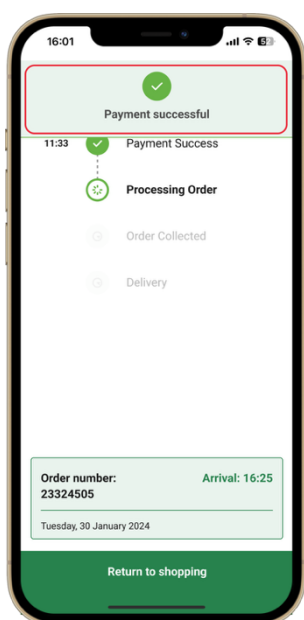


How Do I Know if My Order Has Been Successfully Placed or Not?

Congratulations on placing an order with one of SA's most trusted retail brands! SPAR plays an integral part in communities across South Africa, and we value your support.

When your order has been received by us, a pop-up confirmation will be displayed, and e-mail will also be sent to your account with details of the order.

This confirmation indicates that your order has been received. You're off to a great start!



Once your order has been placed, a pop-up confirmation will be displayed in-App confirming your order.

What Can I Order Online?

With SPAR2U, you can shop from a wide selection of products specially selected for our online range. We're regularly updating the range available until we can bring you the full range from both SPAR and TOPS! Enjoy your shopping experience!

When Will I Be Charged for My Order?

When your order is placed, SPAR2U will reserve (from your chosen payment card) the purchase value plus an additional 10% surcharge of your total basket value; this surcharge is to cater for weighed and substituted products.

From April 2025, we're introducing a new payment process. Some stores will no longer charge the standard 10% surcharge, while others may apply a variable surcharge amount. This depends on the store fulfilling your order and will be shown at checkout.

You will receive an e-mail when your order is placed which will show the quantities, values and total of products ordered.

When your order has been processed you will receive an email that will include comments on substituted, out of stock, weighted and quantity changes to your initial order with adjusted totals where applicable.

The difference between the pre-authorised total and the actual value of products that was delivered will be refunded into your bank account.

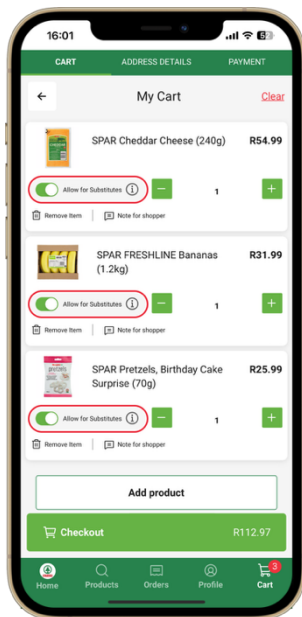
The refund can take between 7-14 days to appear in your bank account.

Will You Have Items I Order in Stock?

At SPAR we do our best to make sure that we have stock on hand of everything offered in SPAR2U.

We update the online store daily and monitor the stock of products. However, sometimes we will not be able to deliver certain items you have ordered.

You will be contacted in these instances and be offered other options. You could also simply add a note for the shopper picking your order before you check out with an alternative should your chosen item not be available.

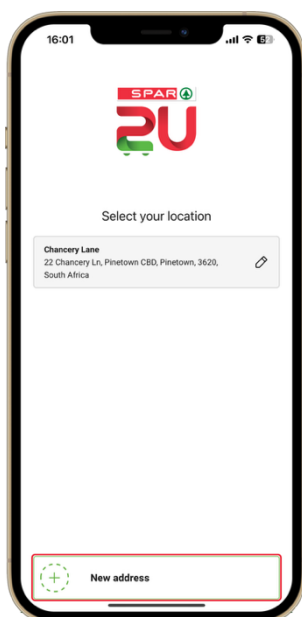


Make sure that the toggle is switched on to allow for substitutions. Below it you will find the option to leave a note for the shopper about a suitable alternative.

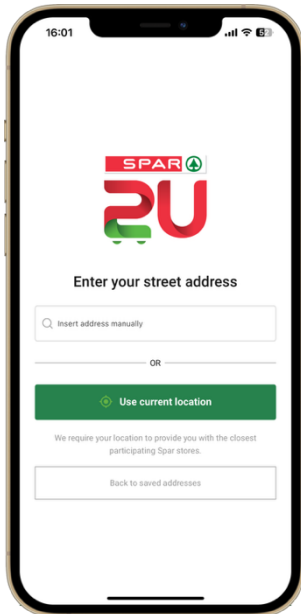
You can be sure we'll do our absolute best to make sure we've got what you need, when you need it!

Can I Send the Order to Another Address?

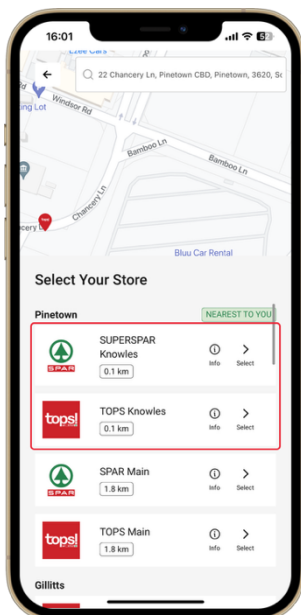
Yes. You can enter in the delivery address of the location you wish to purchase from, and select the desired store based on the location.



Current address is shown, with the option to add a new address. Tap on New address to update.



Select new address manually.



Select your store based on the updated location.

That's convenience and practicality at your fingertips!

What Is the Minimum Order Value?

The minimum order value is R100 per order.

What Is the Maximum Order Qty?

The maximum items per basket is 60.

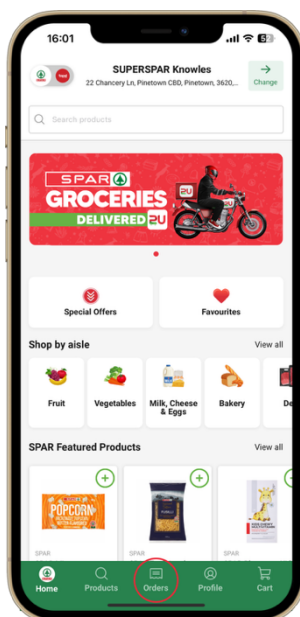
What Are My Delivery Options and How Much Does It Cost?

The eco-friendly SPAR Mellovan is our primary mode of delivery ensuring efficiency and safety. The standard delivery option is at a fee of R35. Currently there is no combined delivery fee for a customer ordering both from SPAR and TOPS. The customer will have to pay a separate delivery fee if purchasing from both stores at this point.

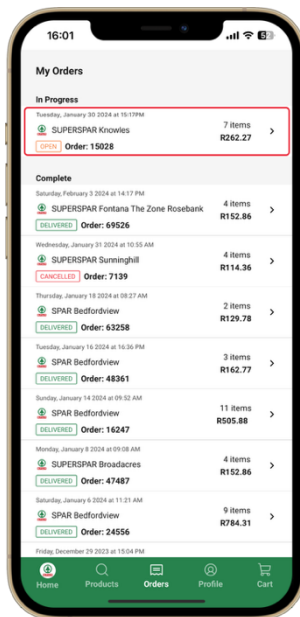
How Do I Know When My Order Is on Its Way?

Once we've confirmed that we've received your order and it's being processed, we'll send you a notification and email to let you know it's on its way to you.

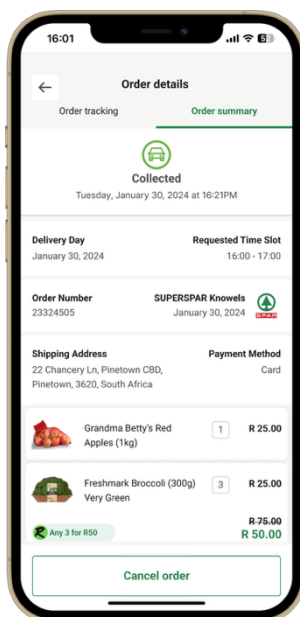
In case you missed the notifications follow these easy steps:



Log into your SPAR2U App and tap on the Orders Icon. A list of all your orders will be displayed.



Your 'In Progress' orders displayed at the top. Select the 'In Progress' order that you would like to track.



You will be taken to the Order Tracking Page which will display the status of your order.

Making sure that you are kept up to date with the journey of your order is part of the SPAR way!

What Happens if I'm Not Home When My Delivery Arrives?

Your order will be returned to the store and you will be contacted so we can arrange a suitable time to make sure it gets to you, safely and conveniently!

My Order Has Not Arrived, What Can I Do?

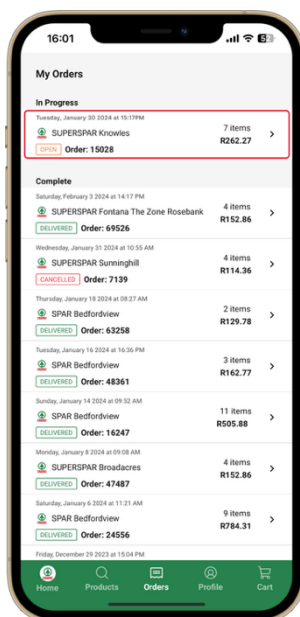
Please contact us at 0860 313 141. Remember to include your order number, and we'll start investigating right away.

Rest assured, your order will reach you and we apologise in advance for the inconvenience caused.

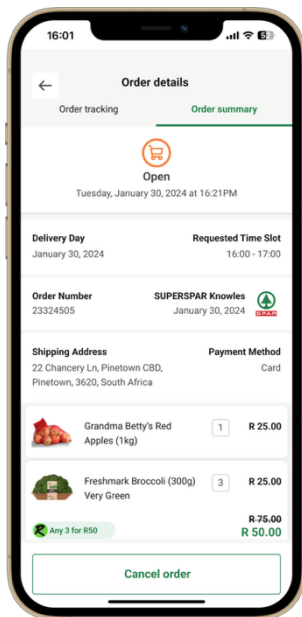
How Do I Cancel My Order?

While your order is in "Open" status you can "Cancel Order" on the SPAR2U app.

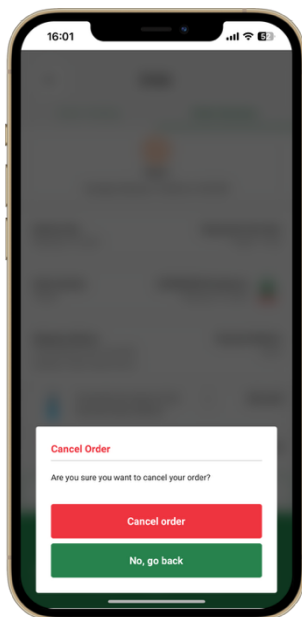
Follow these easy steps:



Log into your account and tap the Orders icon. Scroll to the desired 'In Progress' order and select the order to open.



Tap the Order Summary Tab then scroll to the end of page and tap the 'Cancel Order' button.



Tap 'Cancel Order' to confirm.

This will then change the order status to "Cancelled" and an email will be sent to you confirming the order cancellation. Your payment reservation will automatically be cancelled.

If your order has already been processed and you wish to "Cancel" the order, you will receive the order and can take it back to the SPAR store you placed the order with.

Remember, your convenience is our priority. Wherever and however, we can help to work around your needs, we will do our best to deliver!

What Happens if Items Are Missing in the Delivery but Are Still Invoiced to My Account?

If this unfortunate incident happens, we will embark on a thorough investigation to determine if the store or the driver was responsible for the missing item.

If the driver or the store is at fault they will be dispatched to redeliver.

If you would like to collect the items from the store, the collection will be arranged.

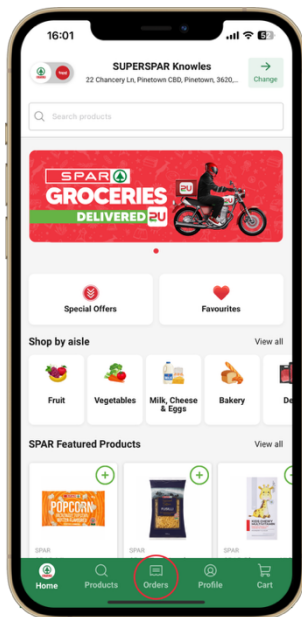
If you would like a refund for the items you did not receive this will be processed in store.

Can I Track My Order?

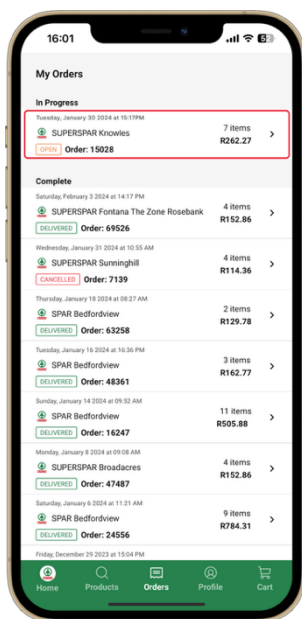
Yes! You'll receive an email from us on the email address specified on your profile when you place an order on the SPAR Online store and you can track the progress of your order with the details in the email.

You will also receive notifications when the order is created, dispatched, and delivered. Please ensure your push notification settings are enabled on your mobile device to receive these.

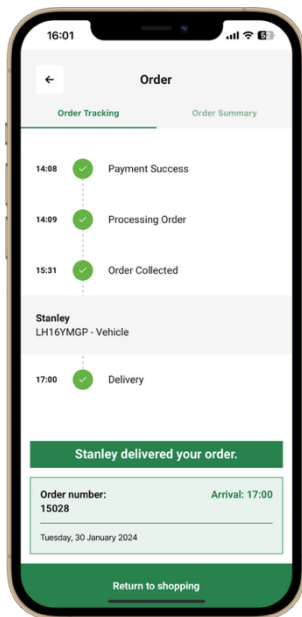
In case you missed the notifications follow these easy steps:



Log into your SPAR2U App and tap on the Orders icon. A list of your all your orders will be displayed.



Your 'In Progress' orders displayed at the top. Select the 'In Progress' order that you would like to track.



You will be taken to the Order Tracking Page which will display the status of your order.

If you click on the order, you will be taken to the Order Tracking Page which will display the status of your order.

What Payment Methods Can I Use?

We accept most Credit and Debit Cards. The SPAR2U app also allows you to save your card details if you'd like.

SPAR2U was specially designed with security and safety protocols to reduce the number of times you need to capture your card details on checkout.

Are the Product Prices the Same as I Would Find at My Local SPAR Store?

With SPAR2U, we make it easy for you to get the same everyday prices you'd find in your local SPAR or TOPS store from the comfort of your own home. Soon, we're going to provide even more discounts and promotions by integrating our rewards program and in-store specials, so you can enjoy the best shopping experience possible!

How Do I Register/Sign Up?

When you log on to SPAR2U app you will be prompted to register or login using your SPAR Rewards Account Details.

Fill in the required fields and you're good to go... Welcome to the SPAR2U family!

How Do I Get the SPAR2U App?

If you'd like the convenience of getting your favourite SPAR items delivered to your door, open the app store on your iOS or Android mobile device. Search for SPAR2U, install the app and register or sign up to continue.

How Will I Get Charged for Weighted Items?

The price of weighed items is reserved based on the maximum weight defined, the actual picked value is then charged at time of picking, in the unlikely event that the pick weight is greater than the reserved weight, the pre-authorized surcharge will be used to offset the difference.

When the price of a weighted product is less than the price reserved, the difference will be refunded to you.

How Will I Get Charged for Substitutes?

If the price of a substituted product is greater than the price of the original product ordered, the pre-authorized fee charged will be used to offset the difference.

If the price of a substituted product is less than the price of the original product ordered, the difference will be refunded.

What Do I Do if My Order Arrives, but the Items Were Damaged/Expired?

We always ensure the highest level of quality and apologise in advance for the inconvenience caused by this. If this happens, please ensure to take the goods back to the store that you made your purchase from for a replacement or refund.

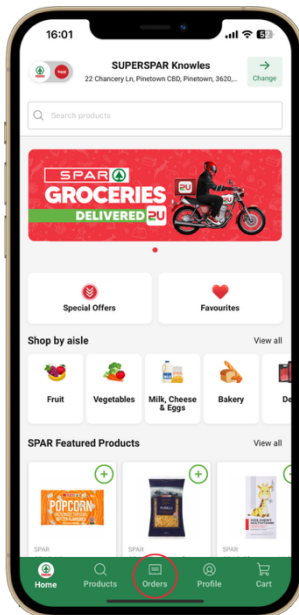
Why Does My App Keep Saying "Oops Unable to Connect. Please Check Network Connection"?

The SPAR2U App is a mobile app which is dependent on a stable internet connection. Please check that your data is available or your Wi-Fi router

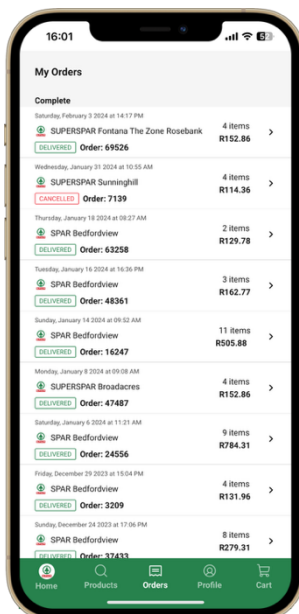
connectivity and your internet settings to enjoy the best possible online experience.

How Do I Check My Past Orders?

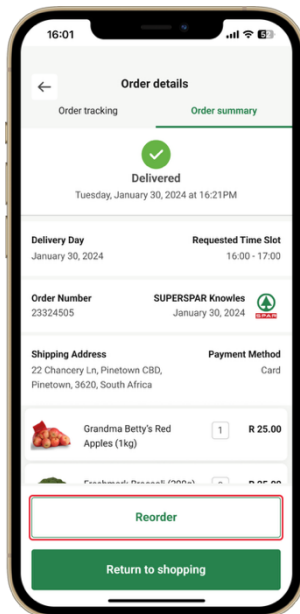
Log in to your SPAR2U account and click on the Orders icon at the bottom of the screen. A list of all your orders will be displayed with orders “In Progress” at the top with your completed orders below.



Log into your SPAR2U App and tap on the “Orders” icon. A list of your all your orders will be displayed with the ‘In Progress’ orders displayed at the top and completed orders below it.



SPAR2U also offers you the convenience of reordering from completed orders which is available once you select a "delivered" or "cancelled" order.



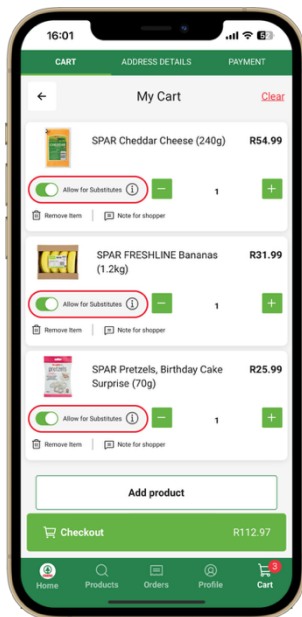
On the Order screen tap on the Order Summary at the top of the page and then on the “Reorder” button.

Happy shopping!

What Happens if the Item I Want Is Unavailable?

If an item is not available, the store will mark the item as out of stock on the order. The customer will only ever be charged for the items that were received.

If the item is out of stock, you can opt to "allow substitutions" for the item on the basket page of the app and you can leave a note for the shopper as a guide to the desired replacement product.



Make sure that the “allow for Substitutions” toggle is switched on to allow for substitutions. Below it you will find the option to leave a note for the shopper about a suitable alternative.

How Long Does My Initial Refund Take?

Refunds usually reflect after 7-14 working days. If the refund is not reflecting after two weeks, please check with your bank.

How Long Does the Refund for a Cancelled Order Take?

Refunds usually reflect after 7-14 working days. If the refund is not reflecting after two weeks, please check with your bank.

Where Can I View SPAR Rewards Promotional Discounts on the App?

You can find all our specials under the "Special Offers" tab on the Home screen.

How Can I Get a Refund or Exchange My Items?

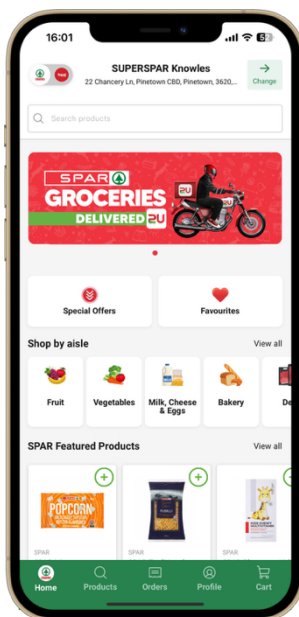
If you are unhappy with the goods you purchased and would like to return them for an exchange or refund, please visit the store you made the purchase from and they will assist with a replacement or refund.

I Have Entered My Address but I Cannot Find My Desired Store, What Can I Do?

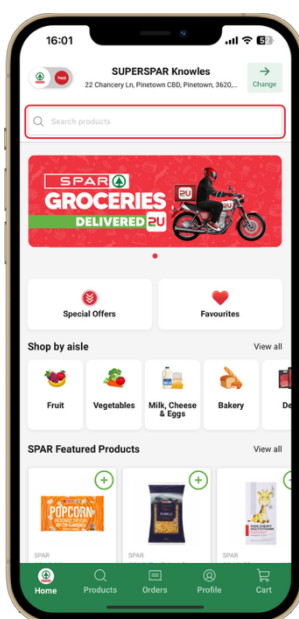
It is our endeavour to reach everyone. Unfortunately we are currently only delivering to limited areas and your desired store may not be on the list yet. Please double check that your store is on our store delivery list by clicking on the button "Where we deliver".

Why Can't I Find the Items I'm Looking For on the App?

We are working hard to get all the products from your favourite SPAR and TOPS online with SPAR2U. You can find specific products by shopping by category or using the search option.



Shop by Category - You can find the different categories on offer on the SPAR2U App home page.



Search for Items - Select the 'Search' icon at the bottom of the SPAR2U App to open the search bar at the top.

Why Do I Need to Select a New Delivery Slot After I Have Already Selected a Delivery Slot?

Before you finalise your payment, we do another check to see if the delivery slot you initially selected is still available. If your original delivery slot is no longer available, you will receive a notification on the app saying, "Oops! Something went wrong, your selected slot has already been taken up, please select a new slot". You will then need to select a new delivery time slot.

How Do I Select a Delivery Address Correctly?

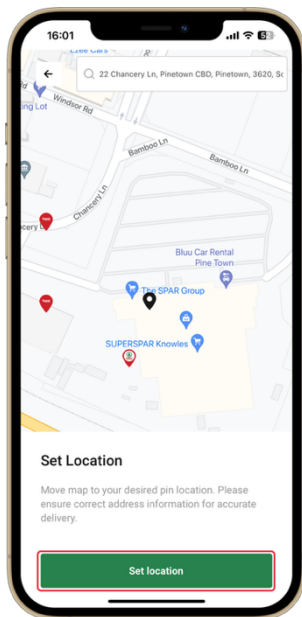
When selecting a delivery address you have two options; use your current location or capture your address manually.

Current Location Option

The app will use the GPS on your phone to find your current location which will be shown to you on Google Maps. You can navigate by moving the map to change the position until it matches your delivery location. You can then click the set location button.



Use the GPS on your phone to find your current location.



You can navigate by moving the map to change the position until it matches your delivery location. Then tap the set location button.

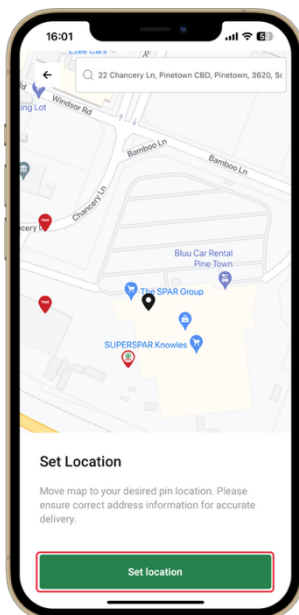
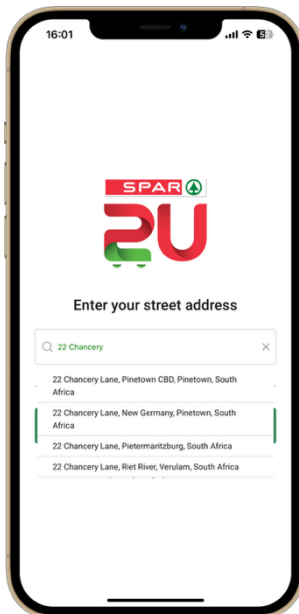
Capture Manually Option

Type your street address including your street name into the text box and click the go arrow. The app will use the map functionality on your phone to find the street address and will be presented via Google Maps. You can navigate by moving the map to change the position until it matches your delivery location. You can then click the set location button.

If you live in a complex, you must capture your unit Number and Complex name when you are asked to confirm your delivery address or by amending the saved location.



Type your street address including your street name into the text box and then select it from the drop-down.

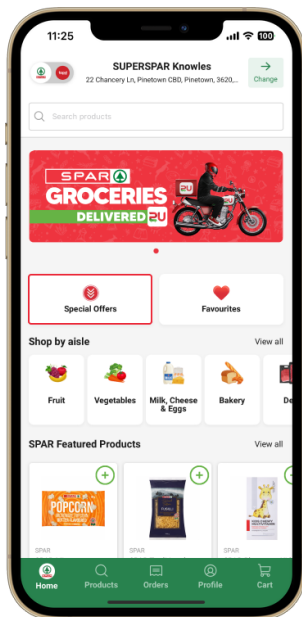


You can navigate by moving the map to change the position until it matches your delivery location. You can then tap the set location button.

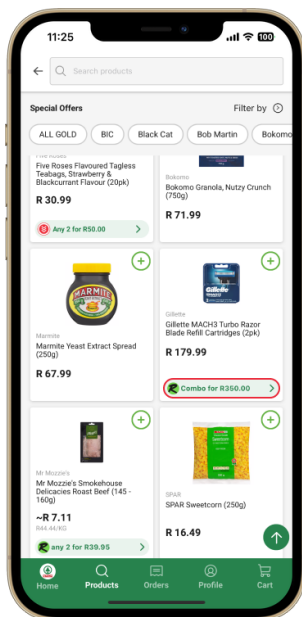
Both the above options will save your delivery location for future orders.

How Do I Order Combo Deals?

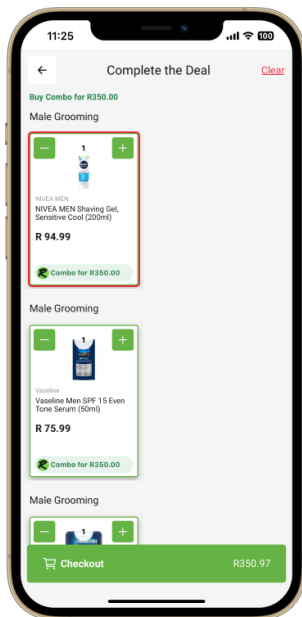
From the Home page, tap the “Special Offers” tab. Select any product that says “Combo” and add all the combo deal items to your cart, it’s that simple!



Tap the “Special Offers” tab from the SPAR2U app Home Page.



Browse any of our deals and select the Combo that you would like.



Add all the participating products to your cart and you're done! The discount will automatically be applied at checkout.

How Long Does Delivery Take?

Your order will be delivered within an hour, based on the time slot that you select. Simply shop your favourite products, add them to your cart, and pick a time that suits you!

Why Do You Need My ID Number?

We fully understand the sensitivity of this data, which is why we have ensured that it is comprehensively protected and never shared with other parties. This approach is in line with all major retailers in South Africa and allows us to provide you with best shopping experience possible.

Can I Add a Tip for my Driver?

Yes, tips help support drivers and ensures they are rewarded for their effort and service. You can add a tip during the checkout process by selecting the tip amount you desire.

Is Tipping Mandatory?

Tipping is optional but highly appreciated by the drivers for their service.

How is the Tip Amount Charged?

The tip amount is added to your total order amount and charged to your selected payment method.

Do Drivers Receive the Full Tip Amount?

Yes, drivers receive 100% of the tips given by customers. Tips go directly to the driver and are not subject to any fees.

What is Click & Collect?

Click & Collect allows customers to place an order on the SPAR2U App and collect it from their selected participating SPAR store at a convenient time. Unlike delivery orders, customers collect the order themselves from the store.

Is there a delivery fee for Click & Collect?

No. As the customer collects the order from the store, no delivery fee applies.

How do I place a Click & Collect order?

Open the SPAR2U App, select your preferred store, add items to your basket, choose Click & Collect during checkout, select your collection time slot and complete payment.

How will I know when my order is ready?

You will receive an in-app notification, SMS, email or other communication once the store has completed preparing your order.

What documents do I need when collecting my order?

You may be required to provide your order confirmation and a valid form of identification.

Can someone else collect my order?

Yes, provided they have the order confirmation details and valid identification.

How long will the store keep my order?

Orders should be collected during the timeslot selected at checkout. If you need to amend your collection time, please contact the store directly.

Can I modify my order after placing it?

Please ensure your order is correct before checking out. Once your order has been placed, no changes can be made.

What if I am unhappy with my purchase?

Products may be returned to the originating SPAR store in accordance with SPAR returns policy and applicable consumer legislation.

What happens if I miss my collection time?

The store will make a reasonable effort to contact you if your collection timeslot has passed. However, if the order is not collected and we are unable to reach you, the store reserves the right to cancel your order. Fresh, frozen, chilled or prepared products may be subject to quality and food safety restrictions.