



Happicabs Click & Collect Delivery Service Terms and Conditions

- Click & Collect service is only available from Supermarkets, Retailers and Pharmacies that offer the click & collect service within the CM1, CM2, CM3, CM8 and CM9 district.
- Bookings to be made by telephone only. App, Web and Email bookings for delivery service are not accepted.
- All fares are fixed priced for under 70's and payment will only be accepted by card.
- Over 70's receive the click & collect service for free. You must be able to provide a proof of age to the driver upon request.
- Supermarket slots that are rescheduled and not notified to the company will result in 0% refund.
- You must notify Pharmacy that a collection is being made on your behalf first before booking a taxi. Upon making a booking, our call centre agents will ask you to provide your full name, date of birth and address for prescription collection. Once Taxi is booked, you must notify the pharmacy that a taxi driver is coming to collect prescription from Happicabs.
- For parcel delivery or collection the company takes no responsibility for damages whilst in transit.
- We may take photographs to post on our social media in order to show how we love and care for our community.
- This Click & Collect delivery offer is valid for a limited time only and can end at any time. We will keep you informed of any changes through our social media.
- The Click & Collect delivery service is subject to availability.
- We do not offer a personal shopping service of any kind and we cannot purchase cigarettes, alcohol and any other products on behalf of our customers.
- Drivers will only drop your shopping to your front door and knock to notify you that your shopping has arrived. Please ensure you are indoors and ready for collection.

SERVICE CHARGES

For under 70s there is a charge for the delivery service. Please see our tariff guide. The mileage is calculated from the supermarket to your home address. We cover a maximum delivery distance of 7.5 miles for our Chelmsford and SWF branch. For Witham and Maldon, the maximum distance is within 10 miles.

PRICING STRATEGY			
CHELMSFORD (CM1/CM2)	WITHAM (CM8)	MALDON (CM9)	SWF (CM3)
£10 – Within 3 miles	£10 – Within 3 miles	£10 – Within 3 miles	£10 – Within 3 miles
£15 – Within 5 miles	£15 – Within 7.5 miles	£15 – Within 7.5 miles	£15 – Within 5 miles
£20 – Within 7.5 miles	£20 – Within 10 miles	£20 – Within 10 miles	£20 – Within 7.5 miles £22.50 – Sainsburys Rayleigh Weir

For questions and enquiries please email management@happicabs.com

OUR CALL CENTRE IS OPEN 24 HOURS, 7 DAYS A WEEK

CHELMSFORD 01245 443 443 // WITHAM 01376 500 737 // MALDON 01621 883 883 // SWF 01245 321 321