# What happens if something I've ordered is not available?

Suise Ubeda - 2026-07-24 - Comments (0) - General

While we do our best to ensure that our inventory is updated daily and manually check products in person, we unfortunately can't guarantee 100% accuracy. We are picking your orders from a live store and can't predict what walk in customers add to their carts. While it is possible for an item to be available first thing in the morning, it is possible for them to go out of stock by the time your order is being picked.

We work closely with our grocery partner to secure inventory when products arrive in our warehouse to ensure that your order is complete.

If an item is out of stock in store and our warehouse, our specialists are trained to find you the best possible alternative (similar brand, size, flavor or scent). Our specialists will always notify you by phone, text, or email of your possible options (unless you opted out of being contacted). If we are unable to locate a suitable option, we will remove this item from your order.

Please respond as soon as you can to avoid delays to your order. Please let us know in the special instructions box in your cart if you do not want any substitutions.

The final amount you pay will be the price of the new item you get, including any offers.