



New to Lowes Foods to Go? First and foremost, Welcome! Now let's get you up to speed!

Lowes Foods to Go offers several cost options for your convenience:

- **Single Order** - \$4.95 per order
- **Monthly Subscription** - \$16.95 for 30 days of unlimited shopping
- **Annual Subscription** - \$99.00 for one year of unlimited shopping
- **Delivery** – Available to select zip codes in various cities. Fee varies by store. The delivery fee is in addition to the shopping fee. Once you have chosen your preferred store, click on the "Help" link at the top right of the shopping page and then click "Store Terms of Use" to see if the store offers delivery to your zip code.

Out-of-State/Overseas Orders:

If you are choosing Lowes Foods to Go for an overseas order or for shipment outside of North or South Carolina, please visit www.lowesfoodstogo.com and click the link to the right that states "**Click here for grocery shipping via US Mail**"

First Time Users – Please follow these steps for setting up a new account!

- Visit www.lowesfoodstogo.com
- Enter the State and City and choose the store you would like to shop with, then click the green link "**Click the store name below to start shopping today**"
- This is your shopping page. From here, click "**Sign In**" at the top right of the page and then click "**Create Account**".
- Enter the information requested including email address, a new password, and your Lowes Foods Fresh Rewards card number then click "**Create Account**" at the bottom of the page.
- Click on the "**Proceed**" button and you are ready to begin shopping!

Returning Users

- Please be sure to Sign In before beginning to shop so that in the event you have to leave your computer or you experience a loss of power, your order will be saved.

How to Shop

- The easiest way to shop is by using our convenient search function. Once you've signed in, you'll see a white bar toward the top of the page that says "**Search Lowes Foods...**" and notes your selected store. Click inside the bar.
- Type a descriptive keyword in the search bar and click "**Go**". **TIP: The search function will search all the items available at the store that contain what you searched for. For example, a search for "tomato" will bring up canned tomatoes as well as fresh produce or anything else with "tomato" in the description. Keep in mind that correct spelling is necessary.**
- You can also find a specific product by typing in the number beneath the barcode on the product's package.

- After browsing your search results and locating the item you want to buy, click the **“Add to Cart”** button corresponding to that item. The item will then be placed in your Shopping Cart to the right side of the screen.
- To change the quantity of items in your Shopping Cart, use the up or down arrows for the product in the Shopping Cart or type your desired quantity. Changing the quantity to zero will remove the item from the Shopping Cart. You can also change the quantity by clicking into the quantity box and changing the number to the amount you want.
- You can also shop using the **“Shop Departments”** section to the left side of the screen by clicking on the department you wish to browse.
- The links above the Search Bar offer other ways to shop including **“Switch & Save”** a list of our private label products, **“Gluten Free”**, **“Organic”**, and **“Sales and Circular”** which allows you to shop using an online version of our weekly ad.
- Shopping Lists can be created and saved for future use. After you’ve added items to your cart that you’d like to keep on your list, click **“Checkout”** and then click **“Save to List”** at the bottom of the page. You can then name and save your new list or add the items to an existing list.
- You can return to your shopping list by clicking on **“My Shopping Lists”** on the left side of the page after signing in. Click the list you want, then you can add any or all of the items in your list to your current cart.

How to Check Out

- Click on the **“Checkout”** button at the bottom of the Shopping Cart. NOTE: You can return to shopping at any time during the checkout process by clicking **“Continue Shopping”** at the top left corner of the page.
- From here you can review your order and make changes in quantity, remove items or add additional instructions at the bottom of the page.
- Once you review your cart and are satisfied with your order, click on **“Checkout”**.
- If you did not sign in upon entering the site, you will be prompted to do so at this point.
- The first time you shop, you will be prompted to enter your billing and delivery information (if applicable). Once you have entered this information, click on **“Continue”**.
- On the fulfillment page, a calendar will appear that allows you to choose your pickup or delivery date. Stores that offer delivery will have a calendar for pickup and a separate one for delivery.
- Choose your desired date and then select your desired time slot from the **“Selected Time”** drop down box. Once you’ve chosen a date and time, click **“Continue”**.
- Select a Payment Option.
 - For pickup orders, you can choose any of the following payment types:
 - **PayPal** – Pre-Pay online with a credit or debit card through PayPal with an existing PayPal account or as a guest. Simply choose the PayPal payment option and click **“Place Order”**, this will redirect you to the PayPal website to enter your credit/debit card.
 - **Credit or Debit at Store** – Your Lowes Foods to Go shopper will bring a portable credit card terminal to your car along with your order. They will process your card curbside.
 - **Cash** – Your Personal Shopper will receive your Cash payment from you at your vehicle during carry out.
 - **Charge Account** – Has your organization set up a Charge Account with us? Choose this option and enter your In-Store Charge Account number.
 - **Lowes Foods Gift Card** – This option is for Lowes Foods Gift Cards only. Enter the amount of your Gift Card and the Gift Card number (found on the back of the card beneath the barcode). You will be required to choose a secondary payment type in case the Gift Cards do not cover the whole order total.
 - For delivery orders, you can choose any of the following payment types:
 - **PayPal** - Pre-Pay online with a credit or debit card through PayPal with an existing PayPal account or as a guest. Simply choose the PayPal payment option and click **“Place Order”**, this will redirect you to the PayPal website to enter your credit/debit card.

- **Charge Account** - Has your organization set up a Charge Account with us? Choose this option and enter your In-Store Charge Account number.
 - **Lowes Foods Gift Card** - This option is for Lowes Foods Gift Cards only. Enter the amount of your Gift Card and the Gift Card number (found on the back of the card beneath the barcode). You will be required to choose a secondary payment type in case the Gift Cards do not cover the whole order total.
- Once you've chosen a Payment type, click Place Order. After you have placed your order, a confirmation number will appear and an email receipt will be sent.

Still have questions? We're ready to help!

Contact Us

By Phone: 1.888.537.8646

By Email: wecare@lowesfoods.com

By Mail: Attn: Lowes Foods Guest Services

PO Box 24908

Winston-Salem, NC 27114

Office Hours:

Mon-Fri: 8am-5pm

Sat: 8am-2pm