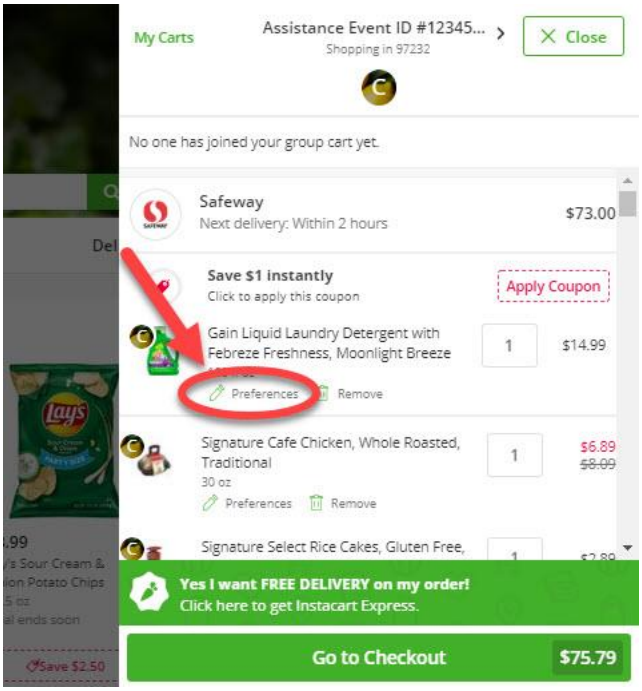
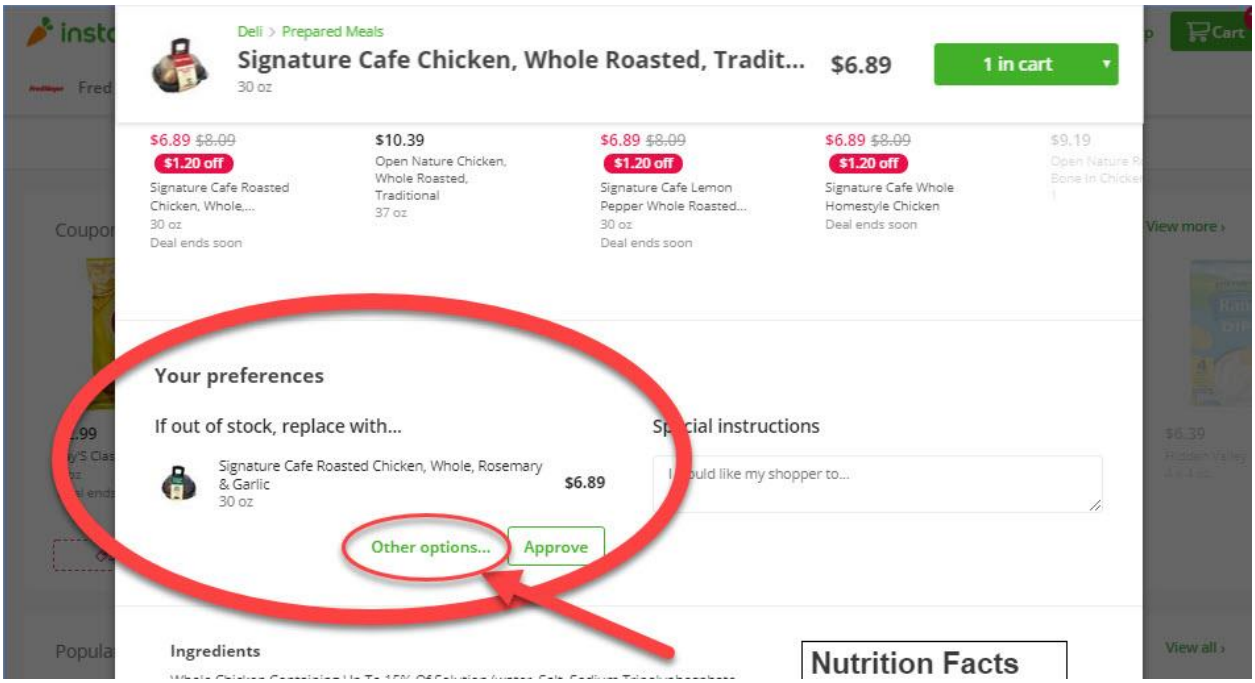
INSTACART ITEM REPLACEMENT PREFERENCE DOCUMENTATION

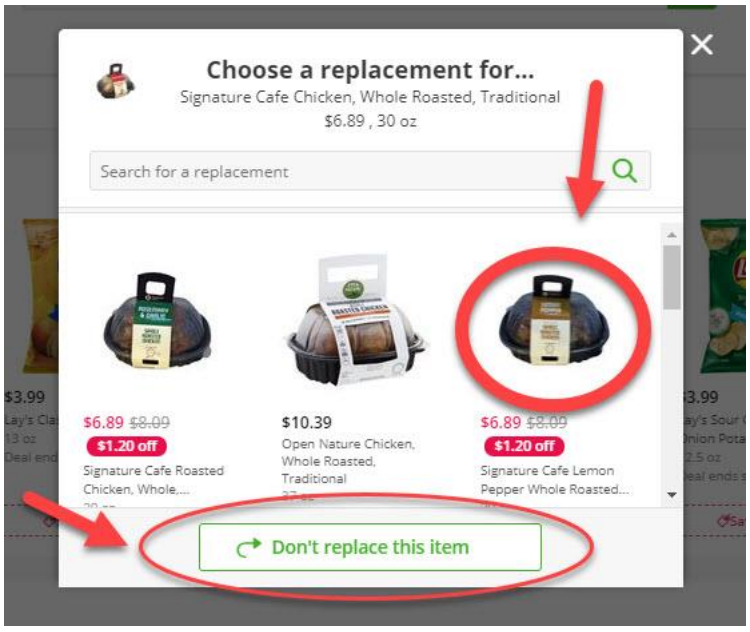
1. **ITEM REPLACEMENT PREFERENCES:** If you have any preferences for item replacements, you will make them now. Be aware that the default setting is "Replace with best match: Your shopper will be prompted to select the best possible replacement for your item." If that's okay with you for all the items in your cart, there's no need to make any adjustments for this step. If you DO need to specify item replacement preferences, you have two other options: "Don't replace," which means that if the item you selected is not available, the shopper will not replace it with anything, or "Choose Replacement." Choosing the later option allows you to specify in advance which item you would like to replace the original with if it isn't available. To adjust these preferences for an item, click the "Preferences" button under the item in the cart list.



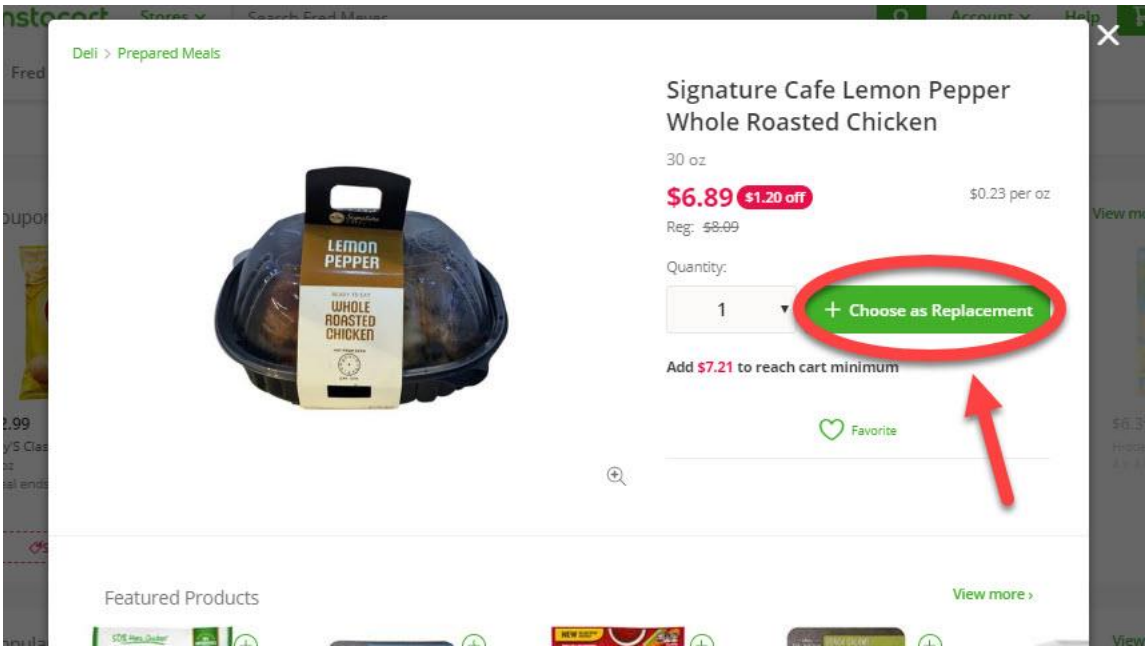
A pop-up will appear with information about the item you selected. In the bottom-left corner of this pop-up, there will be an area entitled "Your preferences". Select the "Other options…" button to either select a replacement preference or to request that the item not be replaced if the original is not available.



You will be taken to another pop-up that will prompt you to either select a replacement item or to choose “Don’t replace this item”. Choose the latter if you do not want a replacement if your original choice is not available, or select a replacement item from one of the suggestions given (or search for a replacement using the search bar). Just click the image of the item to select it, and you will be taken to another screen.



On this next screen, some additional information about your replacement item choice will be shown. If you would still like to choose this item as a replacement, click the “Choose as Replacement” button. Once you click this button, your preference will be saved and you can return to the “Cart” screen.



Finally, please be aware that after-the-fact exchanges are not possible and C3CAP is not responsible for the results of item replacement preferences.