

# We appreciate your patience whilst we upgrade our website and app.

We have worked hard to find a way to ensure that you can still get your orders delivered to different locations during this transition.

We know it is not a perfect solution, but please rest assured that this will only last for a few weeks. Again, apologies for the disruption from the whole Morrisons.com Team.

#### It's easier to order on our Morrisons Groceries apps.

While we update our website and migrate your addresses, the easiest way to order is through both the green and white Morrisons Groceries apps.

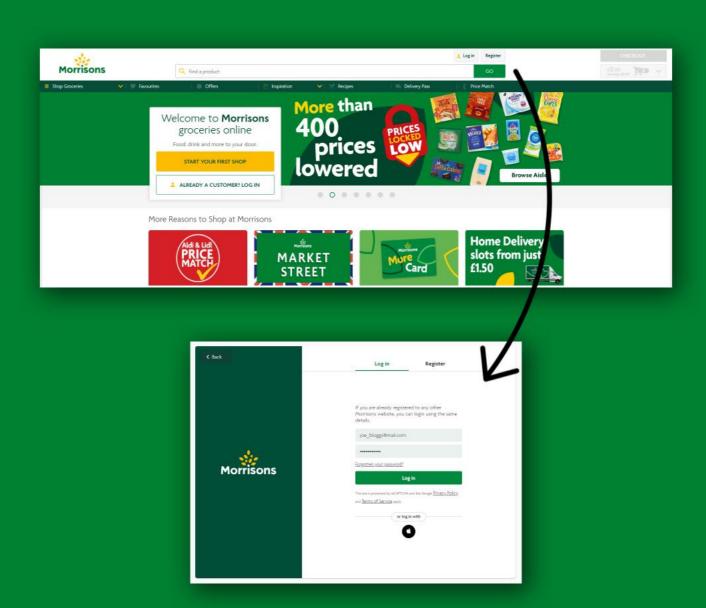
Delivery slots for one or more of your addresses will show as available in one app, while your other addresses will show in the other app.

You can log in to each app using the same details. All your favourite items and payment details will be saved on both apps.



### How to shop across our two websites

Log in as normal using your current details.



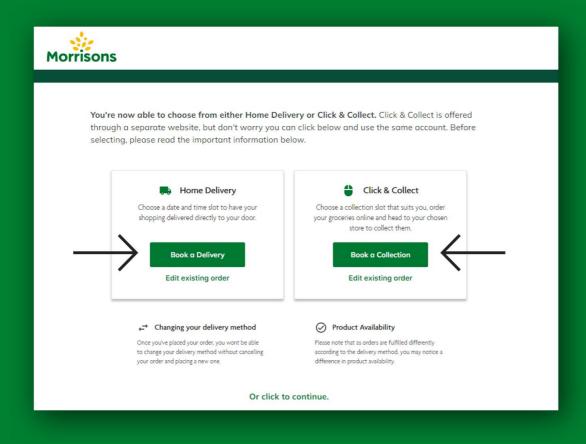


### Choosing your desired delivery address

You can now place Home Delivery orders to some postcodes via our Click & Collect site.

However, you will still need to place orders to some postcodes via the Home Delivery site.

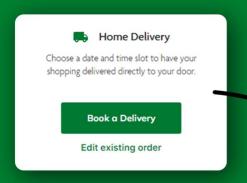
Once we finish our postcode migration, all Home Delivery orders to any address & Click & Collect orders will be processed through the same website.



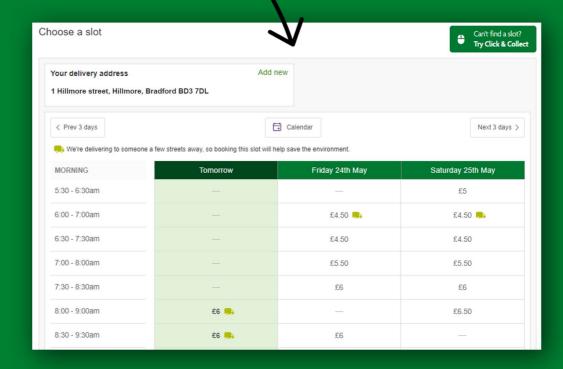


# Ordering Home Delivery via our Home Delivery website

When you select our Home Delivery site, you can choose your address and delivery slot and continue with your shop.



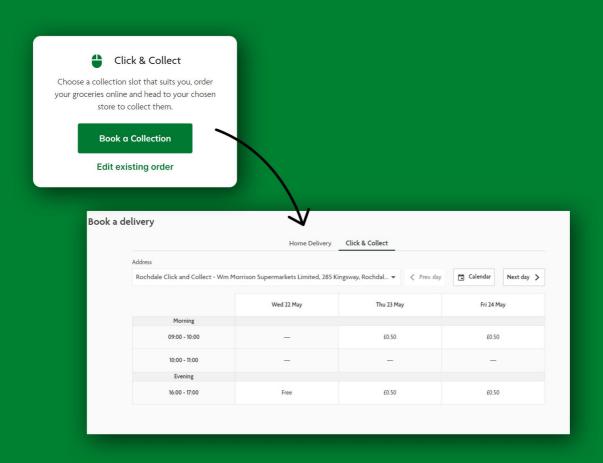
If slots are available, you are in the right place.



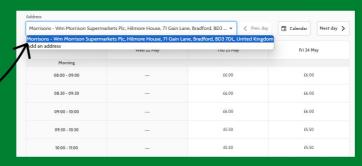


### Ordering Home Delivery via our Click & Collect website

You can now choose the Home Delivery option on our Click & Collect site too.



Select your address. If slots are available, book here.



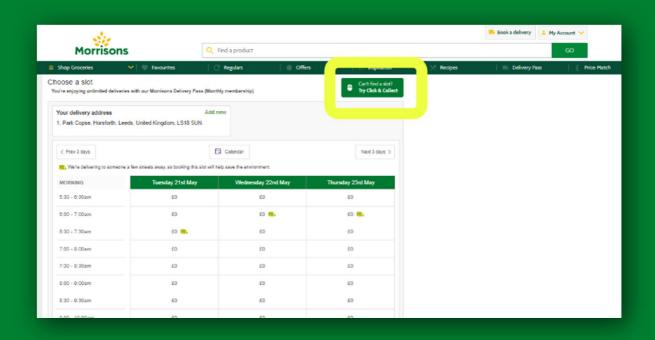


# What to do if your delivery address isn't available on the website you selected.

If there are no delivery slots available for your address on your selected website, you will find slots available on our other site.

To move between our two sites, please log out and log back in to return to the Home Delivery and Click & Collect Page.

Alternatively, if you are on the Home Delivery site, you can click: "Can't find a Slot? Try Click and Collect" to move to our second site.





#### Got a question?

If you need any help, please call our Customer Services Team on **0345 611 6111**, select option 1 followed by option 5.

Alternatively, head to the Morrisons Help Hub for all our FAQs at: https://www.morrisons.com/help/online-shopping-experience/upgrading-our-website-app