

## **Online Ordering FAQ's**

### **1. Which locations offer online ordering?**

Old Town – Portland, OR  
Eugene  
Colfax – Denver, CO  
Houston

### **2. Can I order specific doughnuts online or only the dozens listed?**

At this time, we are offering the Voodoo Dozen, Vegan Dozen, Classic Dozen, Bacon Maple Bar, Raised Glazed and Joe to Go through online ordering. If you would like to order something not found on our online menu, call the shop directly and our team will be happy to help.

### **3. Can I order coffee online?**

Yes. Customers can order a Joe to Go, a coffee carafe containing 96oz. of freshly brewed Nossa Familia Coffee. Each Joe to Go comes with four coffee cups and lids and has the option to add cream and/or sugar. We do not offer individual coffee sizes.

### **4. What is the wait time if I order online?**

If you place an order for pick up now, it will take approximately 15-20 minutes. Large orders may extend your wait time to approximately 45 minutes. When you place your order, the approximate wait time will be displayed.

### **5. Where do I pick up doughnuts when I arrive?**

Please let a team member know that you placed an online order and they will assist you.

### **6. Do you offer curbside pick-up?**

Portland, Eugene & Denver – When you arrive, call the shop and our staff will be happy to bring your order out to you.

Houston – Orders can be picked up inside our shop or through our 24/7 drive thru.

### **7. How can I pay for my order online?**

All payments for both online orders and phone orders can be made using a debit/credit card or a Voodoo Doughnut store value gift card. We are not accepting cash payments.

**8. Can I pay with my Voodoo Doughnut gift card?**

Yes. There is an option to pay using your Voodoo Doughnut gift card (lucky you!) upon check out.

**9. Is there an option to tip your employees?**

Absolutely! You can add a tip at the end of your online checkout.

**10. Can I create a customer account?**

Yes. Customers can enter personal information to create a customer account for easy ordering next time!

**11. Are gift cards and merchandise available for purchase online?**

Yes. E-cards are available for purchase through the three bar drop down menu on our online ordering platform. For a full range of Voodoo Doughnut merchandise and gift cards, please visit our [webstore](#).

**12. Do you ship?**

We do not ship our doughnuts as they are best eaten at their freshest. We apologize for any inconvenience and hope you get to visit us one day.