

Welcome to your Dean Forest Food Hub Account on the Northern Route

Thank you for signing up as a member of the Dean Forest Food Hub, we hope you will enjoy shopping with. This welcome pack is designed for new customers, if you are joining as a producer [click here for your welcome pack](#).....

Our weekly ordering cycle:

We have a weekly ordering cycle for each route, and you are free to order (or not) each week, there is no minimum order size and no delivery charge unless you are having a home delivery, which is only available by prearrangement and in special circumstances. The order cycle works like this:

- Orders for the Friday/ Saturday pickups close on Tuesdays at 11: 59pm. And the shop reopens for orders again on Sunday morning.
- Your order is not complete until you press the “confirm/place order” button and you have paid.
- You will get an email within 12 hours of orders closing confirming your order and your pick-up point. If this doesn't arrive, try your spam folder and, if it's not there, email us at deanforestfood@gmail.com
- This email will confirm what's in your order and give you the exact address of your pick up point, opening times and a phone number to contact if you have any problems with your collection.
- You pick up your order from your pickup point at the time specified. If unable to do so please contact the pick up point host, and if you can't get hold of them email us at deanforestfood@gmail.com

Payments

There are lots of payment options You can either pay the exact amount for your order, or pay enough into your account to cover a number of orders.

Bank transfer: This is free! You can transfer enough for this order or top up your account to make future ordering easier.

- Our bank details are: Acc: 65673838 Sort : 089299 Bank: The Co-operative Bank
- Payment Ref : Please add your Surname and DFFH Account Number

Online Payment via Paypal : You can choose the convenience of online payment , but to keep our prices down we add ecommerce charges to those that use the service. This means there is a 5% surcharge for using Paypal.

Cash or cheque: If you cannot pay online, please contact us at deanforestfood@gmail.com and we will try to make arrangements for you to pay by cash or cheque. Most pick-up points will not accept payments for us so you will have to either post cheques to us or pay cash or cheques into our account yourself. Please be sure to email or message us when you do this.

Standing Order with your Bank: Please use the account details above and ensure that we get a payment reference that enables us to identify your account.

Unless you are paying by PayPal, please email us at deanforestfood@gmail.com or use the messaging system from the shopping basket to let us know the date and amount you have or will pay to make sure we process it smoothly. We don't always get a payment reference from the bank, so not doing this can cause delays and missed orders.

Queries

If you have any problems or queries please contact us, we don't have the resources of the big supermarkets so sometimes our website can appear a bit clunky and old fashioned, but usually it works, and if you have a problem our IT specialist can generally sort it. The best way to contact us is by email on deanforestfood@gmail.com. We usually reply within 24 hours.

Sustainability

As far as possible we avoid plastic and reuse as much packaging as we can. From egg cartons to returning jars to producers to freezer bags to olive oil bottles to delivery bags and boxes to plastic bags for unwashed veg, we ask you to return clean packaging to your pick up point. See our website for a detailed list of what packaging we are able to reuse.