

Welcome to your Dean Forest Food Hub Account on the Southern 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 Wednesday pickups close on Saturdays at 2pm. And the shop reopens for orders again on Wednesday morning.
- Your order is not complete until you choose your pick up point, pay and press the “place order” button.
- You will get a '**Thank you for your order**' soon after you place an order, confirming we have received it. This contains a summary of your order, total amount to pay, our bank details, your name, address and telephone number. It shows you have selected 'Local Pick up' for delivery. If this doesn't arrive, try your spam folder and, if it's not there, or you have any questions about your order email us at deanforestfood@gmail.com
- Then you will receive a 2nd '**Your order is complete**' email on Saturday afternoon, , confirming that the order has been processed and sent to our suppliers. Again if this doesn't arrive, try your spam folder and, if there are problems or queries email us.
- 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.
- Pick up point details, including the address, directions, opening hours, phone and contact name can be found on the shop pages, click on 'About us' then 'Deliveries'.

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, this is probably the most convenient way to pay for you, but Paypal charge us.

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.

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.