

# Food4MaccDirect

## Ordering, Payments and Collections

### Ordering

You can try our produce before you become a member. Just e-mail [orders@food4maccdirect.co.uk](mailto:orders@food4maccdirect.co.uk) with your order and we will confirm the amount you need to pay, which will be based on the trial price for each of our products.

After a short trial, you will need to join **Food4MaccDirect**. Our members usually place a regular monthly order with us, paying in advance. The amount will be based on the member price for each product. We will send an order form each month for you to return to [orders@food4maccdirect.co.uk](mailto:orders@food4maccdirect.co.uk).

### Payments

At your next pick-up, bring a cheque or cash for the amount due or you can pay electronically to: Food4Macc Direct Limited; sort code 08 92 99; Account Number 65473753 quoting your surname as a reference.

### Collections

Currently, produce can be picked up from 2 collections points on a Thursday evening:

- The Bate Hall, Chestergate, Macclesfield - 6:15pm to 6:45pm
- Fitness4All Gym, Adelphi Mill, Grimshaw Lane, Bollington - from 7pm.

### Frequently Asked Questions

#### **What do I have to do each month?**

Just tell us each month what your order is for the next month and top up your account. The easiest way to do this would be to set up a standing order. As new products become available, you can adjust your regular order.

#### **What if I don't want something every week?**

No problem - just let us know in advance which weeks you want to have some produce, or cancel your order by the Monday noon deadline.

#### **What if I forget to pick up my produce?**

We'll send you a reminder by email on collection day. Please let us know if you have a problem with pickup as early as possible by phoning 07544 548199 and we will do our best to find a solution. We are unable to give refunds for produce not collected.

#### **What if I forget to cancel my order by the Monday deadline?**

Unfortunately once orders have been processed it is not possible to change or cancel your order so you will still be charged. If you can, find someone else to take your produce that week.

#### **What if I didn't pay enough in advance and run out of money on my account?**

We'll monitor your account balance and let you know before you run out. It's not possible to buy goods without having the money on your account. You can top up your account at any time by cash or cheque or by bank transfer.