

YOU ARE NOW PART OF A GROUP!



WHAT DOES GROUP DELIVERY MEAN?

Group deliveries are multiple orders delivered to a single address – it's neighbourhoods working together!

Your group is now registered, so each household can place and pay for their order separately. Each order is packed into separate, labelled bags. We deliver all the orders for your Group to the Coordinator on a specific day, then that household arranges collection/distribution to the rest of their Group.

There is no minimum value for single orders, but the total Group order must be £30 or more to qualify for free delivery. This means that someone who only needs one loaf can benefit from delivery as well as households ordering a larger range of products.



DELIVERY DAYS

We deliver to different postcodes on different days. For example, if you live in S2, your delivery day is Thursday each week. This means that all Group members need to place their orders by midnight on Monday.

Your Group Coordinator has your delivery day, and should have distributed it to you along with your coupon code (more on that later)

	TUE	WED	THU	FRI	SAT
S2, S3, S12			✓		
S7			✓		✓
S8, S14			✓		
S10, S11				✓	
S17, S18					✓

GETTING ORGANISED

To receive free group delivery, you must make sure we receive at least £30 worth of orders for your group. That means that there is a little bit of organising needed. It could be a quick message to your whole group to say 'Hey, I'd like to place a £10 order with Forge for next Wednesday, who else is placing an order and will we reach the £30?'

Once you are happy that enough people will be ordering, everyone heads to our webshop to place their orders...



HOW MUCH NOTICE DO WE NEED FOR YOUR ORDER?

We have strict cut off times for our orders, as it takes days to make our bread and other products. Our cut off times are:

Midnight on Monday for delivery on Thursday

Midnight on Tuesday for delivery on Friday

Midnight on Wednesday for delivery on Saturday

We cannot add new orders after these cut offs, or add to existing orders either. If you would like to add to an existing order within the above time frame, you can do so by placing an additional order for the same day/group.

HOW TO ORDER AND MAKE SURE IT IS DELIVERED!

Each household will place an order individually before the cut off day.

Select all the items you wish to buy and go to the basket page of our webshop.

Input your Group coupon code in the box circled red below, to assign your order to the Group and receive free delivery. This is very important! Your Coordinator will distribute your coupon to you before you order.

	Product	Price	Quantity	Subtotal
×	White Peak - Large	£3.20	2	£6.40
×	Rhubarb and Cardamom Jam	£3.80	1	£3.80

Coupon **APPLY COUPON** UPDATE BASKET

Go to checkout, and enter your billing and shipping details (these can be your personal address, not the Group delivery address as we already have that on file) Select the appropriate delivery date from the calendar view – only delivery days to your postcode will be visible.

Check that 'Free Shipping' is selected in the order totals.

Pay for your goods, you will receive an email confirmation of your order.

www.forgebakehouse.co.uk/shop

Having problems? Read our FAQs...



I FORGOT TO ADD MY COUPON CODE, CAN I STILL RECEIVE DELIVERY?

Yes you can, but you need to get in touch as soon as you notice by emailing info@forgebakehouse.co.uk. We can add a comment to your order with the group name, but this isn't as fail proof as inputting the code yourself, just remember for next time!

CAN I ADD TO AN ORDER I HAVE ALREADY MADE?

Yes you can, if you are still within our 3 day notice period. We can't add items manually to your order, so you'll need to place another order in the same way as you did before, remember the coupon code. We will deliver both orders to your Group Coordinator.

IF I ORDER ON A DIFFERENT DAY TO MY ASSIGNED GROUP, WILL IT BE DELIVERED?

If for example your group day is Thursday, but you order for Friday instead, your order will not be delivered. It will be ready for collection instead. If you have done this by mistake, we can manually change the day for you, but not within 3 days of the correct day as we will have begun producing goods for that day.

IF I PLACE A SMALL ORDER, BUT NO-ONE ELSE IN MY GROUP ORDERS THAT WEEK, WILL I STILL RECEIVE DELIVERY?

If your order is below £30, and there aren't enough other orders for your group to make up the difference, we are not able to deliver your order for free. You can either pay £2 for delivery, or collect instead. We will call you if this is the case.

I LIVE IN A DIFFERENT POSTCODE TO MY GROUP, HOW DO I SELECT THE CORRECT DAY AT CHECKOUT?

Perhaps a member of your family will be delivering your order to you, and you don't live in the same area. You can still order in that group, but you'll need to input the Coordinator's address in the shipping address. Our system will register their postcode and highlight the correct days. If this still hasn't worked, select 'Collection' in the checkout totals briefly, then select 'Free Shipping' again, this will then show the correct days in the calendar.

DO I NEED TO BE PART OF A GROUP IF MY ORDER IS OVER £30?

You don't need to use a Coordinator or set up a group if your individual order is over £30. We offer free delivery within the same postcode parameters for single orders, or you can pay £2 delivery for orders below £30. Perhaps one week you place a large order yourself, you can decide not to use the Group coupon code, in which case we will deliver directly to your house.

IF I ORDER REFRIGERATED ITEMS, WILL THEY BE COLD WHEN I RECEIVE MY DELIVERY?

We store all refrigerated stock at the correct temperature in our delivery van, so it's all nice and cold when it is delivered to your Coordinator. But, we suggest collecting your order quickly after delivery as we don't know if your Coordinator is able to keep things cold for you in their home. That's a conversation for the group!

IS YOUR QUESTION STILL UNANSWERED? Email us at info@forgebakehouse.co.uk