## The New Valley Organics Add-Ons Service

Save yourself a trip to the shop by adding those "last few bits" directly into your veg box and have them delivered to your door

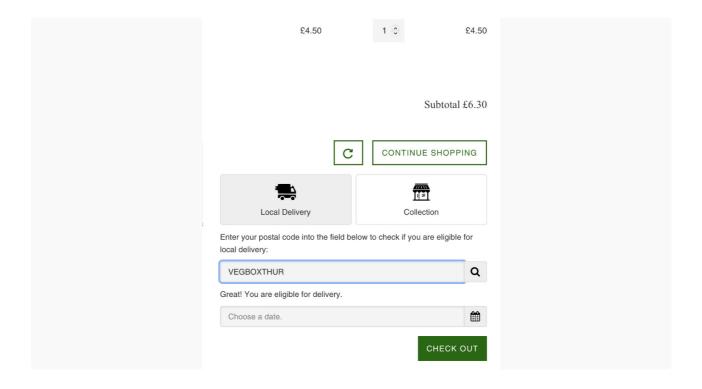
We have launched a new service to allow you to add items from our online store at <a href="https://valleyorganicsdeliveries.co.uk">https://valleyorganicsdeliveries.co.uk</a>/ to your veg box.

With the new service you can pick individual items from our online store, without a minimum order limit or delivery charge, and you'll be able to order up until 7 am the day prior to your delivery (which is when we start to prepare your box). These will be one-off additions to your box, and you can even place multiple orders if you run out of something last minute! We'll add any purchases to your veg box so it's all delivered together.

If you want to add extra items to your regular box, please follow the instructions below. If you have previously used our online store it will mostly be familiar (if you want to continue to order as you have previously that will still work too), and if you haven't we've added a few tips at the end of this article.

- Browse the store at <a href="https://valleyorganicsdeliveries.co.uk">https://valleyorganicsdeliveries.co.uk</a> and add the items to your cart (i.e. basket) as you would for any other online store.
- When finished, view your cart either by following the prompts or by clicking the cart icon at the top of the web page.
- On the cart screen, select the Local Delivery option. Rather than adding your postcode to check whether you are eligible for delivery, put in a code specific to your delivery day. The codes are: VEGBOXTUES, VEGBOXWED, VEGBOXTHUR, and (no surprises!) VEGBOXFRI

The image below shows how it would look for a Thursday delivery customer:



- Click in the 'choose a date' box to bring up a calendar that will allow you to select the veg box delivery to include your add-ons with.
- Click the **Checkout** button to take you to the delivery details screen.
- On the delivery screen add your contact and address details. You will need to change the post code field to your valid post code as, by default, it automatically fills in the code you entered earlier.
  If you have set up an account for the online store (this is different to your veg box account) and you aren't logged in it will let you log in here to populate this information. Click on the **Continue** button.
- The Delivery screen will confirm you are eligible for free delivery with your veg box, and let you continue to the payment screen by clicking **Continue**. (There's no need to add any discount code on this screen to get free delivery, and we'll update the newsletter regarding this in the near future).
- Please ensure the name in the Delivery Address details is the same name as printed on your veg box. Otherwise we will struggle to work out which box to put your add-ons into!
- On the Payment screen use your credit or debit card to pay and all is complete (add-ons are paid directly, not via the veg box direct debit).

We'll pick your items and add them to your scheduled box. If any products are out of stock we'll either refund you or if there is an obvious substitute product we may supply that instead.

Please note that any existing extras you have set up for your veg box will be unaffected by this new service and you will continue to receive them as usual.

## **Tips for New Online Store Customers**

If you're new to our online store, the following tips will help you to get the most from your visit:

- Creating an account for the online store and logging in before you start shopping will make things easier. It will give you an easy way to access your order history and save you having to type in your address details every time. This is a separate account to the one you use for your veg box, although our aim is to combine them in the future.
- Use the search box at the top of the page as a quick way to find products. All the items we sell in the shop (other than frozen goods) should be available online. If you think something is missing, or you find something that doesn't seem quite right, please feed back via the <u>delivery@valleyorganics.coop</u> email as it's possible we've missed something!
- You can also browse our products via the categories which are listed down the left hand side. The number of products in some categories can be quite large, so use the drop down menu to change the order in which they are listed.
- There is a comments box on the cart screen that you can use to communicate any special requests, for example "no substitutions" or "large potatoes suitable for baking please" and we'll do our best to help.

We hope you find this new service useful and convenient, and please do let us have any feedback that will help us to improve it.