

# R·O·O·T·S F·R·U·I·T·S & F·L·O·W·E·R·S

## Vegbox Policy 2020

When you sign up for a vegbox we will email you a GoCardless link, once you have filled this in, we will get your subscription setup and let you know your delivery day.

All invoices and payments are generated on Sunday for the following week hence the Saturday midday cut off for changes. This allows our admin team to make the needed changes to your subscription in time for the invoices being generated. Therefore, a member of the admin team can then spend Sunday sorting out all the invoices allocating them to the correct packing pile and planning driver routes for the week.

The invoices are generated on Sunday however GoCardless takes around 5 working days to process this payment so the money should leave your account on the Friday.

Deliveries are either weekly or fortnightly and we deliver on Tuesdays, Wednesdays, Thursdays and Fridays.

The delivery charge is a flat rate of £2.

We can add in items from the wholefood shop (deadline is Saturday midday for the following week)

We cannot provide a delivery time as this depends on number of deliveries, traffic, weather etc. It is your responsibility to provide us with delivery instructions and if we cannot access your close when you are not home you can send us a key to the address below.

Vegbox Team  
451 Great Western Road  
Glasgow  
G12 8HH

Please do not give your key into the shop or to delivery driver

You can collect your box from the shop on Great Western Road or Argyle Street on Thursdays or Fridays and avoid the delivery fee.

Boxes that aren't collected by Saturday morning at 9am will be dismantled but you will still be charged for your box.

If you would like to pause your order, that is no problem all you have to do is emails us at [vegbox@rootsfruitsandflowers.com](mailto:vegbox@rootsfruitsandflowers.com) by Saturday midday and we can pause your order for you.

Vegboxes are made up as standard depending on size and availability. We can allow for 3 substitutions maximum. We can add in any extra fruit and/or veg you would like and any wholefood shop items. If you would like more than 3 exclusions we will now have to add on a surcharge fee as this takes a lot longer to make up the boxes meaning our packers have to work longer.

If you aren't happy with your order you must contact us within 24 hours of receiving your box. If an item has turned bad unexpectedly outwith the 24 hours please let us know and attach a photo but make sure the item has been stored correctly.

### Cancellation Criteria

You can of course cancel at anytime if you'd like to stop receiving your veg box. If you're going on holiday then please do not cancel – you can pause your box for the time that you're on holiday.

If you do want to cancel, please fill out cancelation form on website before Saturday at midday. If you fill out this form after this date then you will still receive a box the following week and you will still be charged for it.

We use GoCardless for collecting payments, please do not cancel your direct debit – we will do this for you as part of your offboarding process. If you cancel your direct debit on GoCardless before the final payment has been taken and you have not contacted us to say you would like to cancel then you will lose your deposit.

### Our 5 Golden Rules

1. All changes must be made by Saturday midday, no changes can be made after this time.
2. Do not cancel your GC we will process this once we've heard for your via our website.
3. Boxes that aren't collected will still be charged.
4. You are responsible for delivery instructions and informing us of a safe place, if we cannot deliver the box it will be returned to the shop for collection.
5. You must contact us within 24 hours within receiving your box if you have any queries or complaints.