

**Contacts for orders:**

Tel: 01905 381416

Email: orders@theshopatcrowle.co.uk

**Opening times for collection of orders:**

Monday - Friday: 2.00 – 4.30

**Order form**

**Information for customers:**

We will do our best to meet your requests, but stocks are limited. Some items may not be available, but we will endeavour to provide a suitable alternative.

We cannot guarantee to stock particular brands, so please provide a general description – eg "digestive biscuits".

See Page 2 for information on delivery days eg Milk, Bread, Fruit & Veg, Meat etc.

We will call you when your order has been processed and advise you of the total cost and collection time - please have your card available to hand as pre-payment is required.

Your personal details will be held securely and used by The Shop only for the purpose of handling this order.

|  |  |
| --- | --- |
| **Customer name (PRINT)** |  |
| **Address** |  |
| **Telephone number** | **Landline: Mobile:** |
| **Email Address** |  |
| **Name of person collecting** |  |

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| --- | --- | --- | --- | --- |
| **Supplier / Item** | **Weight / Quantity** | **Unit Price\*** | **Total Price\*** | **Substitution OK Y/N\*** |
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| **Total cost\*** |  |  |  |  |

**\* *To be filled in by The Shop* Collection Date/Time\*:**

**Instructions - for use by The Shop at Crowle:**

1. Enter the quantity/weight required of each item in the "Weight/Quantity" column

2. Ask customer if substitution is acceptable; if not and item not available write N/A in the Total price box

3. Calculate total cost and ring customer to confirm and agree collection date/time

4. Payment in full will be required before the order is collected (via card, by phone).

Order picked by (NAME) ……………………………………………………………………Signature ……………………………………………………………

Checked by (NAME) ……………………………………………………………………Signature ……………………………………………………………

Print two copies of Till Receipt – attach one with goods, attach other copy to this order form.

When customer has pre-paid, enclose card machine receipt (customer copy) with goods, place other receipt in Till.



**We are encouraging customer orders!**

Our aim is to continue to provide a valued service to the community whilst also safeguarding our Customers, our Shop Manager and our Volunteers. Therefore, ***we are encouraging Customers to place orders to reduce the level of contact in The Shop. In addition, another advantage to ordering, is that we can include your specific requirements in our orders to Suppliers and we will reserve these items for you (subject to stock availability). Please look at the Table below for details of delivery days and order by days for some of our specific products.***

**How to place an order\* at The Shop**

You can either:

* email your order to The Shop at [orders@theshopatcrowle.co.uk](mailto:orders@theshopatcrowle.co.uk) (see the order form on our website at [www.theshopatcrowle.co.uk/](http://www.theshopatcrowle.co.uk/\), or request a form by emailing us)

or

* if you do not have access to email, phone your order to The Shop on 01905 381416.

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Please place **phone orders after 10am\* and all orders before 3pm\*,** for collection the following weekday**\*** (Monday to Friday), between 2pm and 4.30pm. We will confirm the collection time by phone, and notify you if any items are not available. ***Orders need to be paid for before collection, which we will take by card on the phone.***

***\*For certain products eg Fruit & Veg, Meat etc – see the Table below – orders need to be made by certain days and before 11am to be included in our order to the Supplier to be delivered on the specified day.***

**New opening hours for shoppers from 22nd April**

Starting from 22nd April, we will have ***new Monday to Saturday opening hours of 10am to 1pm.*** We will not be open for general shopping after 1pm. We are closed on Sundays.

*For further updates, please see our Shop noticeboard, our website at* [*www.theshopatcrowle.co.uk*](https://eur04.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.theshopatcrowle.co.uk%2F&data=02%7C01%7C%7C9616865b2dd347debc8e08d7e3a801ef%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637228183026876884&sdata=Ud6Z7d0yM8IA0LglVrHIrV7Jxr0BmnFxR0bmBcGEopI%3D&reserved=0)*, and our* [*Facebook*](https://www.facebook.com/CrowleShop/) *and* [*Instagram*](https://www.instagram.com/theshopatcrowle/) *pages.*

**Regular delivery & order days:**

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|  | **Bread** | **Milk** | **Fruit & Veg** | **Meat** | **Eggs** | **Fladbury Pies** | **Scotch Eggs** | **Smoked Fish** |
| **Delivery to Shop** | **Monday Tuesday Wednesday Thursday Friday Saturday** | **Monday Wednesday Friday** | **Wednesday Friday** | **Wednesday** | **Wednesday** | **Tuesday** | **Wednesday** | **Friday** |
| **Order Day (before 11am)** | **Day before** | **Day before** | **Monday Wednesday** | **Monday** | **Monday** | **Friday** | **Friday** | **Wednesday** |