

# GREAT CORNISH FOOD STORE

## HOME DELIVERIES & COLLECTIONS DURING THE CORONA-VIRUS PANDEMIC

### FREQUENTLY ASKED QUESTIONS

1. **How can I/we make an order for home delivery?**

Please download one of our simple order forms from our website ([www.greatcornishfood.co.uk](http://www.greatcornishfood.co.uk)). Complete it with quantities (if you know them) and email the form to [store@greatcornishfood.co.uk](mailto:store@greatcornishfood.co.uk) Or call the dedicated delivery service number on 01872 306063 and we can help you.

2. **How do I pay?**

Once we've made up your order, we'll call you to take the card payment over the telephone.

3. **Where do you deliver to?**

At the moment we're delivering to within 10-miles or so of the store, so that takes in Penryn, St Agnes, Sticker and Ruan High Lanes, for example. We know there is demand beyond this "radius" and we're working hard to extend this. (We've currently only one van!)

4. **Where can I find what you sell and at what price?**

We've never been set up to sell online, so please bear with us! We do have a list of suppliers on our website [www.greatcornishfood.co.uk](http://www.greatcornishfood.co.uk) (click on OUR SUPPLIERS) which will give you a fair idea of what's available, and we're adding more information all the time.

We sell quality local Cornish produce – including cooked and fresh meat, fish, dairy, eggs, local vegetables, (artisan) breads, confectionery, cakes & pastries, puddings, wines, cider, gin, ales, soft drinks, tea, coffees etc. Our deli also serves chef-prepared ready meals such as quiches, pies, curry sauces, lasagnes etc. Prices might be a little higher than those found in standard supermarkets but they reflect the quality of our Cornish suppliers' produce and, we believe, represent excellent value. In fact, some of our produce is cheaper, including our eggs and veg!

5. **How do we know what the chef's meals are?**

Every morning on our social channels we'll post up what the chef's freshly prepared meals will be for the next day delivery, as well as what's available on the deli counter.

6. **Do you sell frozen food?**

Yes we do but, unfortunately, we can't deliver frozen produce. However, much the produce that we sell fresh can be frozen. If you collect your groceries from the store, we can pop any

frozen purchases into your bag just before you go.

**7. Will you be delivering to certain parts of Cornwall on certain days?**

That's the plan in the not-too-distant future, assuming current orders increase. We're working on how we can make that work.

**8. What is the cut off time for next day deliveries?**

Place your order by phone or email by 4pm and we'll get aim to get your delivery to you within 48 hours, even the next day where we can (except Sunday and Monday).

**9. Can I choose a time slot?**

We're afraid not, but we can advise you when we're on our way if you'd like us to.

**10. I am a key worker and can't be sure that I will home when you deliver. Is this okay?**

Yes. We won't be delivering to any places of work, unless in exceptional circumstances, but if you / anyone won't be at home, we can either leave your delivery in a safe and secure place, as instructed by you, or you may wish to ask a neighbour to take it in for you. If you do that, please remember to write the correct delivery address on the order form!

**11. Are you happy to take large orders for multiple people (such as older / vulnerable neighbours)?**

Absolutely. In fact we're encouraging it. Please do club together, and help out your elderly or vulnerable neighbours. Deliveries of more than £100 are free, so this makes perfect sense.

**12. Do you charge for home delivery?**

Deliveries are free for orders of more than £100. Otherwise we charge £5 for deliveries on a minimum £30 order.

**13. Can I collect my order from your store?**

Yes, we're very happy for you to collect your shopping from the store. We can arrange the time when we take your order and, as per home deliveries, we'll take payment when you order.

**14. Can I collect an order on behalf of someone else?**

Yes of course. We'll take a few details from you and that'll be no problem.

**15. Can I make an order for my parents who live in Cornwall?**

Absolutely. Order on their behalf, give us the delivery address and we'll get it sorted. Just let us know if you or your parents will be paying and we'll call them or you when the order is ready. Please also make sure we have telephone numbers for both – just in case.

**16. Is the Great Cornish Food Store open if I'd rather come into the store?**

Yes it is. We open at 8am. Our closing time is currently 5pm and we are reviewing this on a day to day basis. Everyone in store (customers / suppliers / staff) is asked to respect the social distancing rule of 2 metres including at the meat, fish and deli counters and cash desk.