

Tidza Buying for Good Club Guide

How it works

- The *Tidza Buying for Good Club* is a sub-group of Tideswell & District Environmental Group. It is a community group that runs on a not-for-profit basis
- There is an annual membership fee of £5 (to get free delivery, cover any administration and running costs) on the basis that this is the start of a local service that will, in time, include other goods and will work towards achieving Zero-Waste
- The initial buying group will be with Lembas Ltd in Sheffield
<https://www.lembas.co.uk/>
- You will need to Register with Lembas and set up an account (see “ordering from Lembas” further down this document)
- We offer free membership to local traders to place orders as they are likely to need larger amounts, which will help towards free delivery and as a gesture of goodwill.

Placing orders

- Individuals place their order online or by phone to Lembas having looked at their range and price list online. When ordering by phone, members tell Lembas that they are members of our buying group.
- Orders have to be placed by Thursday of the week before delivery takes place on the following Friday (i.e. at least 8 days before delivery). This is to ensure that Lembas can buy in any items that they do not hold as stock, or that have a limited shelf life.
- Individuals email a copy of their invoice to the Co-ordination team via bfqclub@tdeg.org.uk email address so that we can get an overall picture of what is being ordered, in what quantities and keep the members informed
- The summary information (i.e. no names/personal details) of what items are being bought in what quantities will be shared with local traders so they have the opportunity to extend their ranges
- To qualify for free delivery, our group order has to add up to £180+. However, if this is not the case in any month, we will collect the order making every attempt to ensure this does not involve additional journeys to Sheffield. There may be the occasional month when a delivery charge has to be taken from the funds from membership.

Delivery

- The delivery will be made to a single local address and members will be advised when delivery is due and when to collect via email and the WhatsApp group
- We ask volunteers to come and help with any splitting of packs/sorting orders if needed. Lembas deliver the orders split by individual. If you have arranged to split a pack with someone you are responsible for arranging that split.

- Members agree to come and collect their orders on the day of delivery or at the earliest possible time thereafter.

Communications about orders/ideas

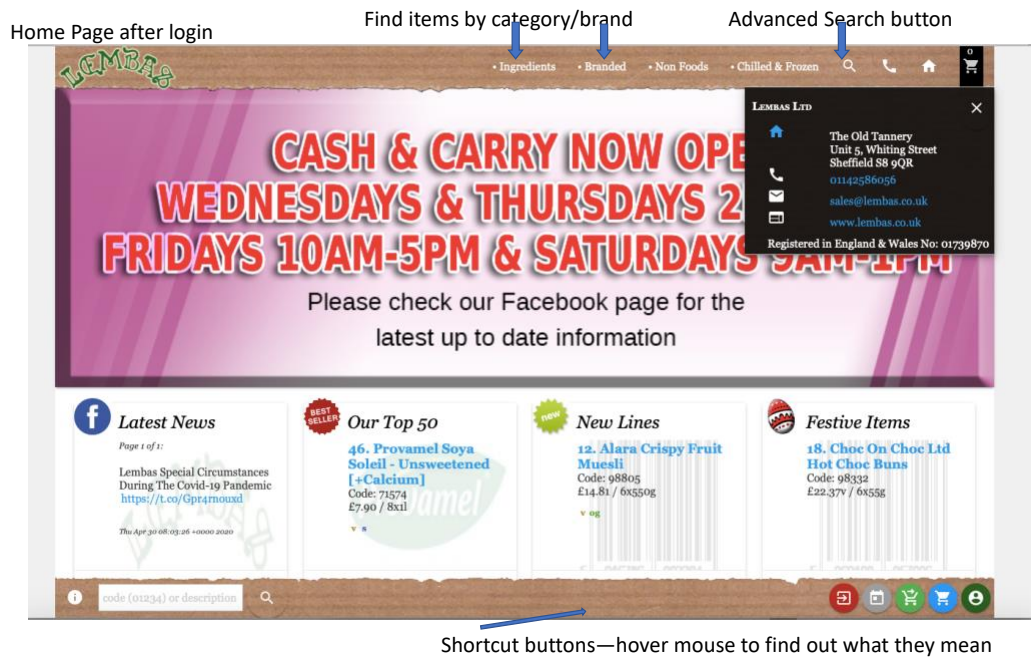
- There is a WhatsApp group for the Club (Buying for Good Club) so that members can communicate with one another if they want to split a bag of anything with others. We also use this to encourage people to put their orders in and let them know/remind of cut-off dates, highlight any offers or share info. Members are also welcome to share information and advice. To join the group text Jules Fell on 07711 871046.

Ordering from Lembas

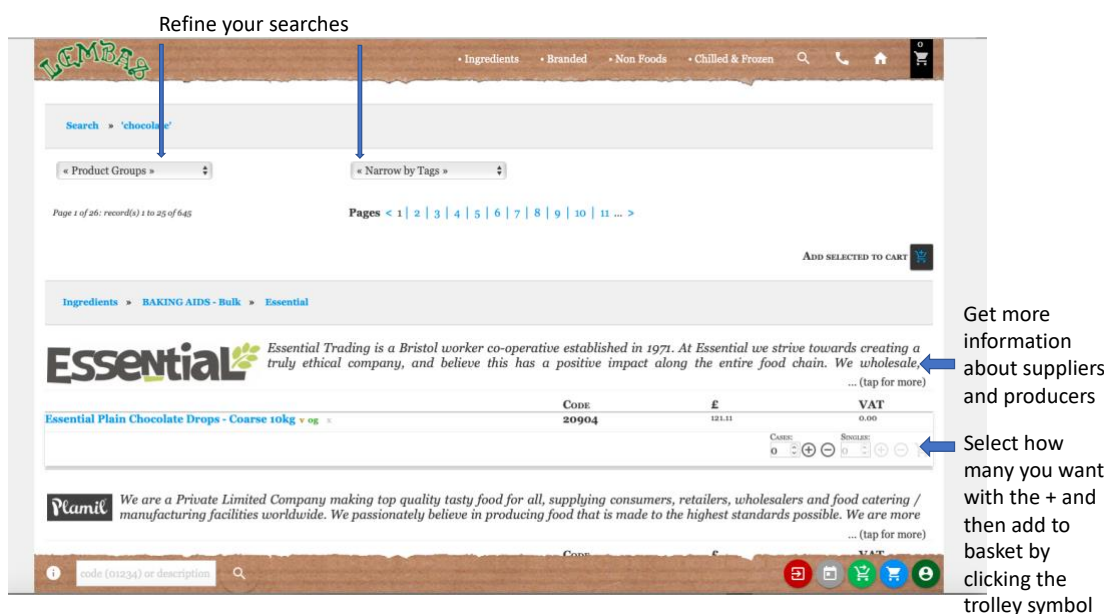
1. The Lembas website is <https://www.lembas.co.uk/> and you will find other contact details there
2. Please go to the website to look at what is available. At the top left of the heading you will see 3 horizontal lines. Click on here to reveal the search menus.
 - a. click on “Search our site” to get a menu that you can use to filter your search
 - b. click on “Search by Group” to get a full index of everything that Lembas supplies
 - c. click on “Search by Brand” for an alphabetical list of brand names and some specific products
3. The dropdown menu when you click on the horizontal lines has a register button at the bottom, or you can scroll to the end of the Home Page and click on “Register” under “Resources”
4. You will need to Register and set up an account to be able to put things into the basket and make other ways of navigating the site available. To open your account please put (TidzaBFG) after your name so that Lembas know to put all our orders together. When you have completed your details, you will need to wait for Lembas to confirm your application and send you the confirmation and your account number to let you know that they have opened your account (they will contact Jules Fell to check it is ok to add you to the group so it is a good idea to also email bfgclub@tdeg.org.uk to let us know you are registering)
5. When your application is confirmed you can start to place an order
6. When you go to the Checkout screen, you are asked for any Delivery Notes and this is where you put the delivery date you are wanting to be included within (the WhatsApp group will be the place to find out when to place orders by and when deliveries are due
7. Your payment is due within 24 hours of receipt of the goods by bank transfer or by phone—Lembas will send you an invoice with any details of changes they had to make and how to pay details. Payment must be made within 7 days unless you make a separate arrangement with Lembas.

Tips for Searching and Ordering

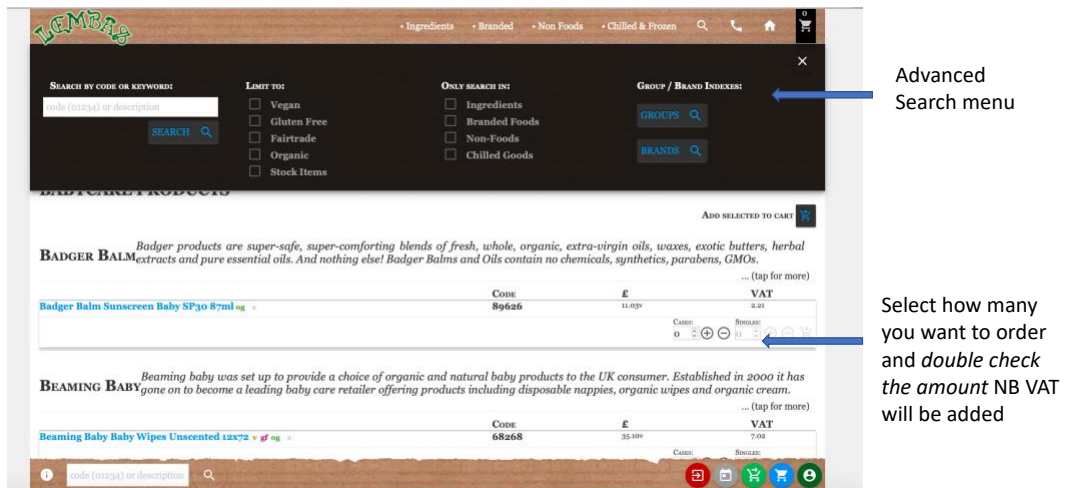
- Once you have logged in you will get a menu bar at the top of the page where you can click onto “ingredients” “non foods” etc to get a drop down menu for different categories of items
- Lembas suggests you use the Chrome browser if you encounter problems using the remove function when you are finalising your order. It has been found to work fine on other browsers, including Safari



- When you have selected a category you can further filter your search by brand—click on the “Brands” box, or by Tags e.g. Vegan, Gluten Free—click on the “Narrow By Tags” box. Then you select what you are interested in from the drop-down menus



- Note that prices do not include VAT, this is added at checkout but you can see how much the VAT will be against each item (prices are quoted like this because they are wholesalers for traders as well as private individuals like us)
- You can use the search icon (magnifying glass symbol) at the top of the page at any time to get the advanced search options



- Pay careful attention to the quantities you are ordering. It is easy to click the wrong line and for some items there are a lot of options
- If the quantity of something you would like to order is too large for you, put a message on our WhatsApp group to see if anyone else would like to join with you. You will need to arrange how to do the split and settle payments between one another
- Exceptions to the above point may be made if we notice that a lot of people are ordering the same item and savings could be made by splitting an item; we will alert everyone and may agree to put in one order on behalf of the group and arrange splitting and payments
- Please do check the terms & conditions operated by Lembas https://www.lembas.co.uk/home/terms_conditions and also their policies <https://www.lembas.co.uk/home/policies> to ensure that you are happy to be part of this group

FAQ's

Q: What if an item is out of stock?

A: Lembas will do their best to contact you to let you know if an item is out of stock. You would not be charged for it.

Q: What if the price of an item goes up between when I put my order in and delivery?

A: Lembas will do their best to contact you to let you know if any prices increase significantly to check that you will want the item. If you don't want to pay the higher price, you will not be charged.

Q: What if something is missing from my order or not the right size?

A: Check your invoice for any notes from Lembas about your order. Let Lembas know that something was missing, or you received the wrong amount by phone and they will knock it off your invoice. You could also put it on the WhatsApp group in case someone else got your item by mistake.