# HOW IT WORKS

IMAGE - Pumpkin3-38.jpg

IMAGE - 1.JPG

Your food

We offer a good choice of seasonal vegetable, fruit and special boxes – alongside eggs and extras to top-up your delivery.

IMAGE - 2.JPG

Your choice

Set how often you want to receive deliveries. You’re not tied to a contract and you can make any changes up to 24 hours before your delivery is due.

IMAGE - 3.JPG

Your delivery

Our free delivery service comes to your street on a set day each week. This helps to make our routes as efficient and environmentally-friendly as possible.

IMAGE Pumpkin4-71.jpg

* Delivery is FREE – you only pay for your food!
* We work with the seasons and our farmers to source the very best fresh produce
* We deliver to order - meaning zero food waste. Any left-over food is donated to local charities helping homeless people in Newcastle and Gateshead
* All of our packaging is 100% recycled or recyclable
* All of our paperwork is printed on recycled paper. Our leaflets are made by a printer who uses vegetable-based inks

REPLACE TWO SUBSCRIPTION BOXES WITH ONE INVITING SIGN UP TO CREATE AN ACCOUNT

Want to dive in to yummy weekly fruit and veg boxes? Click here to create your account and sign up today!

**Frequently Asked Questions**

**Am I signing up for a contract?**

Absolutely not. You are free to cancel or change your order at any time up until 24 hours before your delivery day.

**Can I pick the contents of my fruit and vegetable boxes?**

Some of our customers describe their weekly deliveries as ‘vegetable Christmas!’ They enjoy the variety and element of surprise that comes with shopping with Pumpkin Squash.

We plan our boxes depending on the availability of produce and the changing seasons. By fixing the contents of our boxes, we keep our prices low and ensure that the contents remain interesting each week. As a base, each veg box will contain the basics of potatoes, carrots and onions with additional items depending on the size of box ordered.

That said, you can let us know up to three items you would never wish to receive. We will then create a special box just for you, substituting these items for alternative produce. You can manage your exclusions via the My Account section of this website or by calling customer services.

**Can I choose when my order is delivered?**

In order to keep our delivery routes as efficient as possible and reduce food miles, we deliver to each postcode area on a fixed day each week. By running our deliveries in this way, we keep our costs low and don’t pass on a delivery charge to our customers. You can find out when we deliver to your street by using our Postcode Checker.

**Do I have to be at home to receive my delivery?**

You do not have to be at home when your delivery arrives and we can take special instructions from you to ensure that our driver leaves your order in a secure, safe place.

**Do I have to receive a delivery every week?**

Not at all. Many of our customers enjoy receiving fresh produce each week, while some choose to get deliveries less often. You can change the frequency of any part of your order through the My Account section of this website or by calling customer services.

**Does my order have to include a box?**

Our boxes of vegetables, fruit and seasonal specials offer great value for money. If you receive one of our boxes, you are not subject to our minimum order amount and delivery is free of charge.

If you choose to make up your order by choosing kilo bags of produce, we set a minimum order level of £12. Delivery remains free of charge.

**How do I make changes to my order?**

Changing your delivery is very simple. You can log into your account via the My Account section of this website to view all future planned deliveries. Alternatively, you can call our customer services team who will be happy to help you.

You can cancel, change or suspend your delivery at any time – up until 24 hours before your delivery date.

We will always try and accommodate any changes or requests from our customers. However, because we buy our fresh produce to order, we may be unable to make alterations or cancel orders with less than 24 hours’ notice. Any last-minute cancellations may be charged at the full price of delivery. For more information, please contact customer services on 0191 4109884.

**I’m going on holiday. How do I suspend my deliveries?**

Simply log into the My Account section of this website or give our customer service team a call. We’ll suspend your deliveries while you are away and resume as normal when you come home.

**Can I place an order for someone else at a different address?**

As long as the address falls within our delivery area, we are happy to deliver an order for someone else. You can alter the delivery address via the My Account section of this website or by calling our customer services team.

**Which box is best for me?**

We offer a range of boxes to suit different appetites and households:

* The small vegetable and fruit boxes are suitable for 1 or 2 people over a week
* The medium vegetable and fruit boxes will cater for 2 – 3 people over a week
* The large vegetable and fruit boxes are enough for 3-4+ people over a week

If your family needs a little extra or if you have relatives visiting for a short time, you may want to add top-ups to your orders. We sell kilo bags of all the basic items, alongside time-limited seasonal specials. You can view our current top-ups in the Extras section of our shop. We also offer special and seasonal boxes should you fancy something a bit different. Check out our shop for our latest offers.

**What’s in the Boxes?**

We work with our farmers and wholesalers to find the best quality seasonal produce. In order to keep costs low and to provide our customers with a good variety of produce, we build all of our boxes from scratch each week – taking into account the time of year and what is available. This means that our boxes will change week in, week out.

Our **Standard** vegetable boxes contain a base of potatoes, carrots and onions – plus additional seasonal items depending on the size ordered. Our **Select** boxes focus on seasonal produce without the basic spuds, carrots and onions.

If there are certain items you really do not like and you never want to receive, you can let us know up to three different items and we will make sure you get something different if they are due to appear in your usual order.

You can see the planned contents for our boxes up to two weeks ahead of time by visiting our website. However, as with any natural product, the list on our website is always subject to an 11th hour change depending on adverse weather and the success of the harvest.

**Should I wash my produce before eating it?**

Our produce is farm fresh. While we might dust off a large lump or earth, we don’t wash the produce before we pack it in your boxes. This

helps to reduce water waste – and we actually feel that a bit of dirt on your carrots helps to keep them fresher for longer!

With that in mind, we advise that you always wash all of your fruit and vegetables before eating or cooking with them.

**Is there a delivery charge?**

We believe in being upfront from the start. This is why there is no extra delivery charge when you shop with Pumpkin Squash. You pick your produce and that is all you pay for. You can find out when we deliver to your street by using our Postcode Checker.

If you are ordering one of our boxes, there is no minimum order level. However, if you choose to build your own order using our Extra bags of individual produce, there is a minimum requirement of £12.50 per order.

**How do I pay for my order?**

Paying for your order is really easy. Our website links in with a payment service which securely holds your payment details to process payment for your orders each week. Alternatively, you can pay for your orders by making a card payment over the phone or by paying cash to your delivery driver. Pumpkin Squash accepts all major UK and European debit and credit cards.

Payment is processed on the same day you receive your delivery.

**There is a problem with part of my order. What can you do?**

We pride ourselves on having a strict quality control process but, as with any natural product, there may be variances which slip past us. We will always apologise if we’ve made a mistake and do our best to put things right for you. This could involve making a credit to your account or adding something extra onto your next delivery.

You can contact our customer services team by calling 0191 4109884, emailing [hello@pumpkinsquash.co.uk](mailto:hello@pumpkinsquash.co.uk) or getting in touch via one of our social media channels. We want your experience with Pumpkin Squash to be a positive one so please let us know if there is anything we can do better.

**You don’t deliver to my area. Why not?**

We are growing all the time, adding on new routes as we build our delivery network. If we don’t currently deliver to your area, the chances are we will be coming to your street very soon. You can register your interest in Pumpkin Squash via our Postcode Checker and we will contact you when our deliveries arrive at your street.