



# *CORONAVIRUS UPDATES & FAQs*

*We'll update this document whenever  
there's something new you need to know.*

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**27<sup>th</sup> March 2020**

The shop is now closed – we can't take any changes to your order at the moment. Orders already placed are secure.

We plan to re-open the website periodically to give you the opportunity to add to your order, supply permitting. For now, our top priority is to fulfil orders already placed. Only then will we look at taking new orders and enabling you to change your order.

If you have a query, please check our [FAQs](#) below (which are up to date with the current situation), or contact us online (social, email or webchat) between 8.30am-6pm.

Some of our most vulnerable customers are not online, so please leave our phone lines open for them if possible.

Thank you for your understanding. We are in this together, and are doing all we can to take care of as many of you as possible.

# FAQs

## **Why are fewer products available?**

We've had to reduce our range, so we can deliver essentials to as many people as possible. We've focused on the fresh food that we do best, and that we have the most reliable supply of. This new range might not include everything you used to order, but it will allow us to keep you well stocked with fresh essentials from now on.

## **Why have items been removed from my regular order?**

We've had to reduce our range, so we can deliver essentials to as many people as possible. We've focused on the fresh food that we do best, and that we have the most reliable supply of. Anything that is not included in the new range has been automatically removed from your order.

## **Is my order secured?**

If you have set up a regular weekly order from our new available product range, then your order is secure and will be delivered. As always, we will let you know if there are any last-minute shortfalls and your order is missing items for any reason.

## **Can I amend my order?**

The shop is now closed – you can't add to your order at the moment. If you have an order in place, we recommend you don't

try to amend it; anything you remove, you cannot re-add, so you risk losing your items.

We're sold out of all individual items, and also the Large Fruit and Veg Box Range. We are accepting changes to orders for the following reasons: you want to down-size your veg box from a large to a medium or small, or you want to remove other items from your order. If you want to make these changes, please email [help@riverford.co.uk](mailto:help@riverford.co.uk) so we can do this for you while keeping your order secure.

Please give us plenty of time to respond – our teams are very busy with a high volume of emails, but we are getting through them. Our current response time is 2-4 days.

### **Can I change my delivery address?**

Our delivery teams are at capacity, so for now, we have had to stop accepting requests for delivery address changes. We're very sorry about this. If you have a regular order set up that is going to an address where you no longer live, you will need to cancel your order. You can do this online, by signing into your account. Please make sure you do this at least 48 hours before your delivery day.

### **When will products be back in stock?**

We will be releasing more of each product as and when they sell out, and pausing all sales from time to time to check. If the website is not taking orders when you visit, please check again later.

### **What extra precautions are Riverford taking?**

Coronavirus is not considered a food safety issue by the Food Standards Agency or the EFSA (European Food Standards Authority).

Our main focus is on limiting the risk of spreading the virus through human contact. Your driver will leave your veg box in a safe place and will only knock on the door if specified in your delivery instructions – and in this case, they will stay the recommended two metres away from you.

Please help us by leaving recycling where we can pick it up without human contact.

We already maintain very high standards of hygiene –but have briefed our teams to go above and beyond, as an extra precaution.