



# SHOPPING EXTRA

As a response to demand from customers of our shopping service, the Feelgood Factory is now able to offer a Shopping Extra service to find, purchase and deliver a range of goods in addition to food.

For a small administration charge, we will undertake to shop for a range of goods including:

- ⇒ Clothes
- ⇒ Small household goods
- ⇒ Toys
- ⇒ Tools
- ⇒ Electrical goods etc.

Details of the Shopping Extra Service are given overleaf.



Netherton Feelgood  
Factory  
Glover's Lane  
Netherton  
Merseyside  
L30 5QW

Phone: 0151 291 8010/11  
[www.feelgoodfactory.org.uk](http://www.feelgoodfactory.org.uk)  
Twitter: @Netherton\_FGF  
Facebook: [www.facebook.com/nethertonfgf](http://www.facebook.com/nethertonfgf)

## How to place an order

- ✓ Ring one of the Feelgood Factory Shopping Service team on 0151 291 8010.
- ✓ Explain what you require.
- ✓ We will then try and source the goods for you.
- ✓ If necessary, we will check with you first that the price is all right.
- ✓ If the goods are small, one of our volunteer shoppers will deliver the goods to you.
- ✓ If large, then the delivery will be undertaken by another carrier.
- ✓ You will be invoiced for the goods and the administration charge and will pay the Feelgood Factory directly.

## What if I don't like the items ordered?

In most cases we can return the goods provided you let us know within 14 days of delivery. After 14 days we will assume that you are satisfied with your purchase.

## How much will it cost?

- ✓ The price of the goods
- ✓ Any delivery charge that may have been involved.
- ✓ A £5 administration charge to cover our costs.

