FAQ's

How do I place an order?	You can order from us in two ways. You can send us an email to sales@histonproduce.com or alternatively you can call 01954 205000 between 9am and 4pm Monday to Friday
How do I know what to order?	You can view our order form here on this page. Go to announcements (on the left) or files – you'll find an icon to click there which will open the form on your screen. You can print it or simply use it to jot down an order and phone it through to us. For the more technically-minded folk: we upload in both .pdf and Excel (.XLSX) format – both current files are listed in the files section.
Do the prices change?	YES… It is our aim to keep the prices as stable as we can, but in these turbulent times it looks like we'll be changing the prices weekly. Do check at the point of ordering that the prices you are viewing are 'current' .
When will I get my order?	We are currently ordering for delivery 'the day after next', so for example: If you order with us on a Monday, you'll get your order on a Wednesday, Tuesday for Thursday and so on… This system gives us time to collate your orders and place fresh daily deliveries with our own suppliers.
Is there a cut off time for ordering daily?	Yes – The order desk closes at 4pm each weekday. This is also the same for email. Any orders received after this time each day are moved into the next day.
How do I pay for my order?	You can pay us by BACS (Bank Transfer) or by Card. We are NOT taking cash payments. Cheques can be accepted, but by prior agreement with the office only.
How do I know how much to pay?	If we don't give you the total when you place your order, we'll be back in touch by the end of the day with the amount to pay (see below)
Where are your payment details for BACS	You'll find these on the order form, but for the sake of completion here they are as follows: Account Name: Histon Produce Co. Ltd. Soft code: 20-17-35 Account Number: 90766771 PLEASE USE YOUR NAME AND DELIVERY DATE AS YOUR PAYMENT REFERENCE.
How do I pay by card?	We'll send you a secure link, either to a mobile phone or an email address. Just follow the instructions once you open the link. It's safe and secure and it will come from Jemma, who is our Admin Director here at Histon Produce.
How long will my produce last?	Try to place an order at least every week.
Do you have a minimum order?	No we don't – order what you need and do not overstock yourself with fresh produce please.
What happens when my delivery is made?	Our driver will place your order on your doorstep. Do not open the door until our driver has gone back to his van. Remember the 2 metre 'social distancing' minimum rule at all times. Our driver will follow any additional instructions you've given us for delivering your order.

What can I do with the empty crates?	We'll take the crates back if you leave them on the doorstep. We won't have time to wait while you find them though. So please be prepared for our arrival. Once again, please remember the 2 metre 'social distancing' rule at all times. DO NOT take these crates into your house. They come with a blue tray liner that you can use to transport the goods to your fridge or veg rack. Once you've put your order away, you must wash your hands and sanitise any door handles you've come into contact with too.
What happens if I need anything else?	We are only offering this range of produce at the present time. But don't suffer in silence. There are many support groups popping up in this area and we'll do our very best to help you if you need additional supplies.
What if I can't afford to pay right now?	Speak to us. Each individual case will be treated on its own merits.
Can I order for an elderly relative or friend?	Yes you can.
Can I place an order and have it delivered to my house, so that I can take it out of the area to deliver to a qualifying friend or relative elsewhere?	Yes you can.