

Frequently Asked Questions



I have forgotten my password, how can I reset it?

On the login page, next to the login button. There is a button that says: 'FORGOTTEN PASSWORD'

press this and follow the instructions and a new password will be automatically sent to you.

My Address is wrong or needs adjusting, how can I change it?

When you submit your next order, on the basket screen add a delivery note and explain you need to change/update your address. Add your correct address along with the explanation.

I want to add to my order that I have already placed, is this possible?

We will try where ever possible to add to your order, but please appreciate we are very busy currently. Please reply to your order confirmation email with your additions. We will then reply back confirming these additions if we have been able to do this.

When I am trying to place an order it only gives me the option for store collection?

This is because you are currently outside of our delivery area.

We can send items via pallets (additional cost of £45 per pallet) or ambient items via courier (£9.99 additional charge for small parcels).

I want to order roasting joint, but I am unsure of the weight I require?

Please add a product note to the joint when ordering (for example for 6 people) and our expert butchers will be able to ensure they cut your meat to meet your requirements.

I want to set up an account for older relatives who can't order for themselves, can I do this?

Yes, its not a problem to order on behalf of someone else. Just ensure when you signup you use their address (or if you already have an account set up, email info@tfsLtd.co.uk to add an additional address to your account). When placing orders just add delivery notes to explain anything further like (please call this number for payment and this number for delivery).

I have set up a Business account, how can I get copies of older Invoices?

Once logged in, click on the 'account' button on the menu bar. You can then view all previous orders and download copy invoices as required.

What time will my delivery arrive?

We are unable to give exact delivery timeslots due to the amount of orders we are receiving. But we will call you on your selected delivery day once your order has been picked, discuss any substitutes and offer the option to pay via card over the telephone.

Once you receive this call the driver should generally be with you within the next 3 hours depending how many orders that van is delivering.

I would like my order delivered on a different day then is available from the selected options in my basket?

The days available when placing your order are specific to your delivery location. We are unable to deliver to every postcode everyday unfortunately.