

La Chasse

Our Guide to
online ordering



Download the *La Chasse* App
today, available via:



Visit www.lachasselimited.co.uk or search 'La Chasse' in the app store

Offers & Browse

Basket

Shopping Lists

History

Favourites

Relax, now you can order any time, any day.

We do have an answerphone for orders to be placed after 5.00pm However we want you to use our app or desktop online ordering site. This is a much safer way to leave your order as it removes errors made because of poor phone signal quality and understanding what you need, i.e. understanding exactly which flour or chocolate you need. Our online ordering app and desktop site means that you can now place your order whenever it suits you. In fact, you can now do much more than that too! Share a team shopping list, jump to your favourite items, quickly repeat a previous order or print out your past order details – all easy and at your own convenience!

We hope you find this guide helpful and we are confident that once you have registered our app will speak for itself.

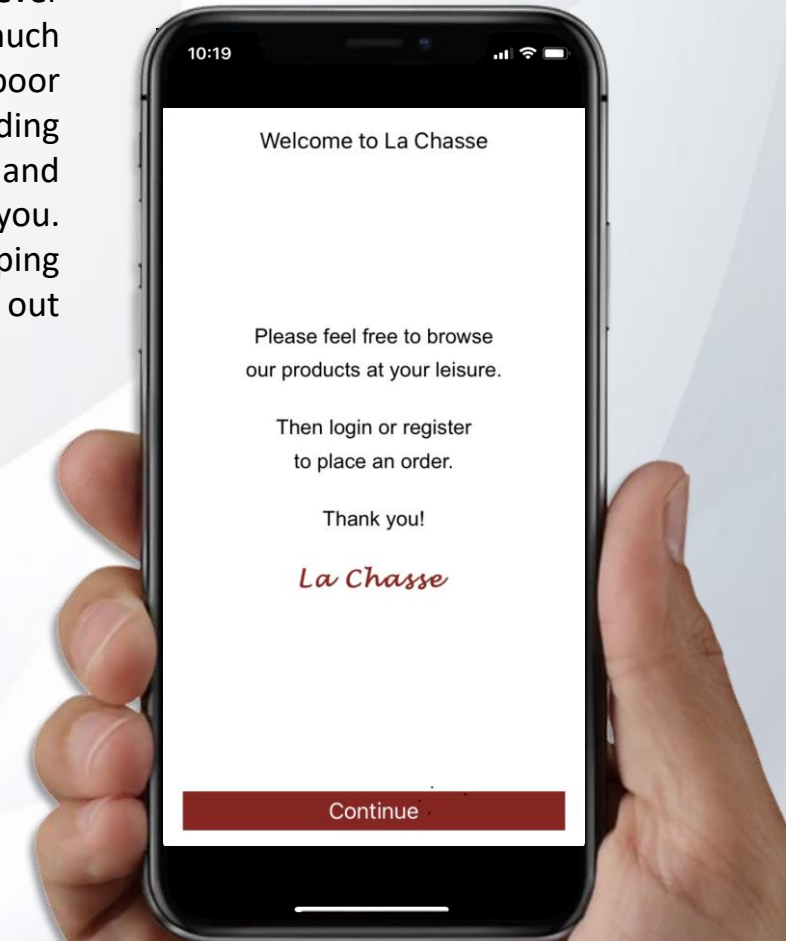
For queries though, we're here to help:

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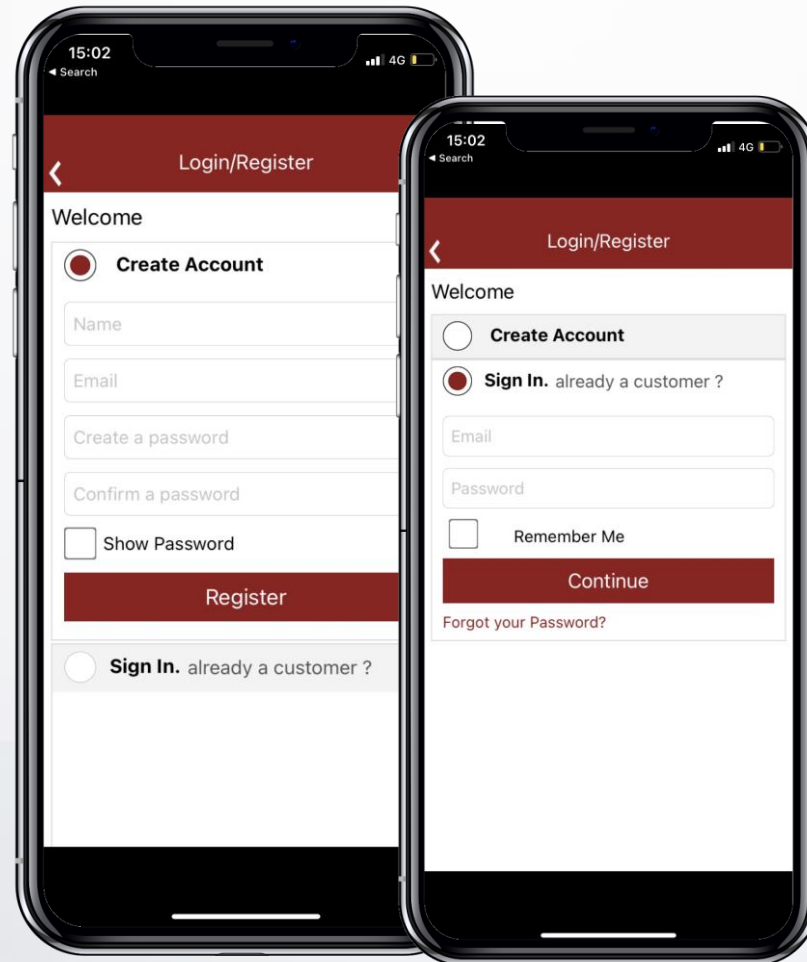
La Chasse Limited, The Warehouse,
St.Martin's Farm, Zeals, Wiltshire,
BA12 6NZH
01747 840996

Email

orders@lachasselimited.co.uk



GETTING STARTED



Create an account

- To create a new account, select 'Create Account' on the home screen.
- Enter your name, email address and create your password.
- Select 'Register' and you're ready to go!

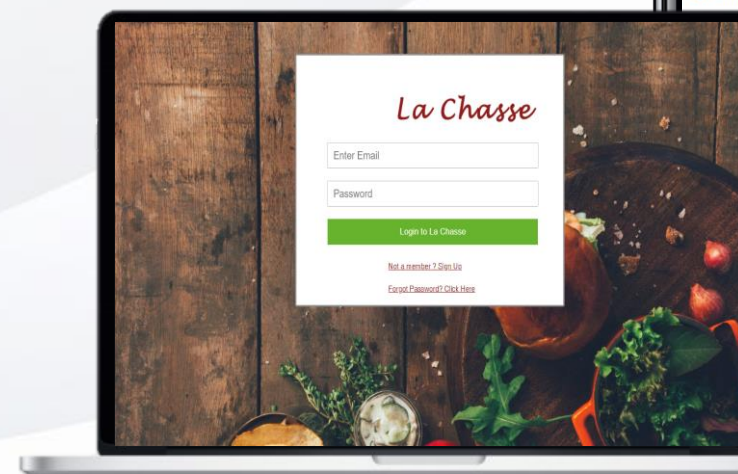
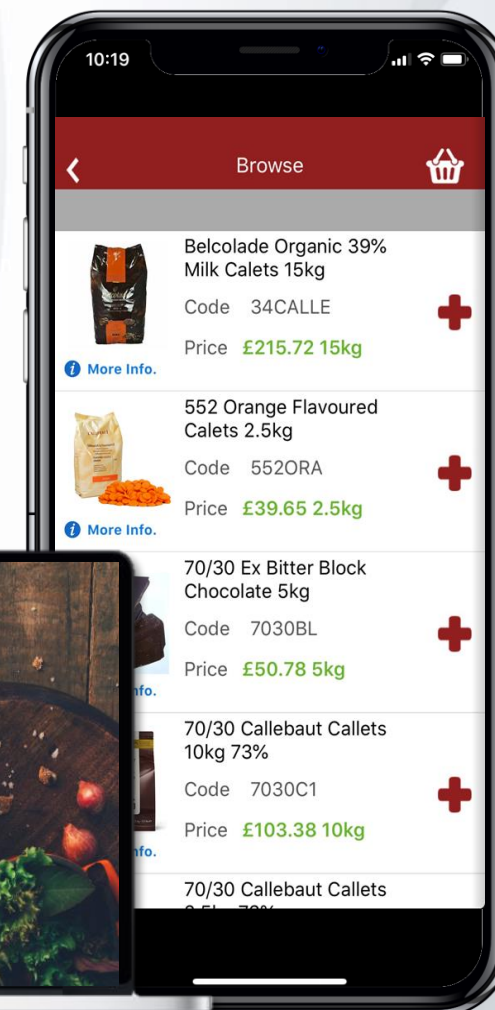
Already a customer?

- Select **Sign in** and enter your details.

OFFERS & BROWSE

It's simple! We'll show you...

- To see our special offers, click on **SPECIAL OFFERS** and you can filter by category menu.
- To browse our full range all products, including those on offer, click **BROWSE**.
- Use the **SEARCH** feature to find a specific product quickly. Either by product description such as **Milk Calets** or by product code.

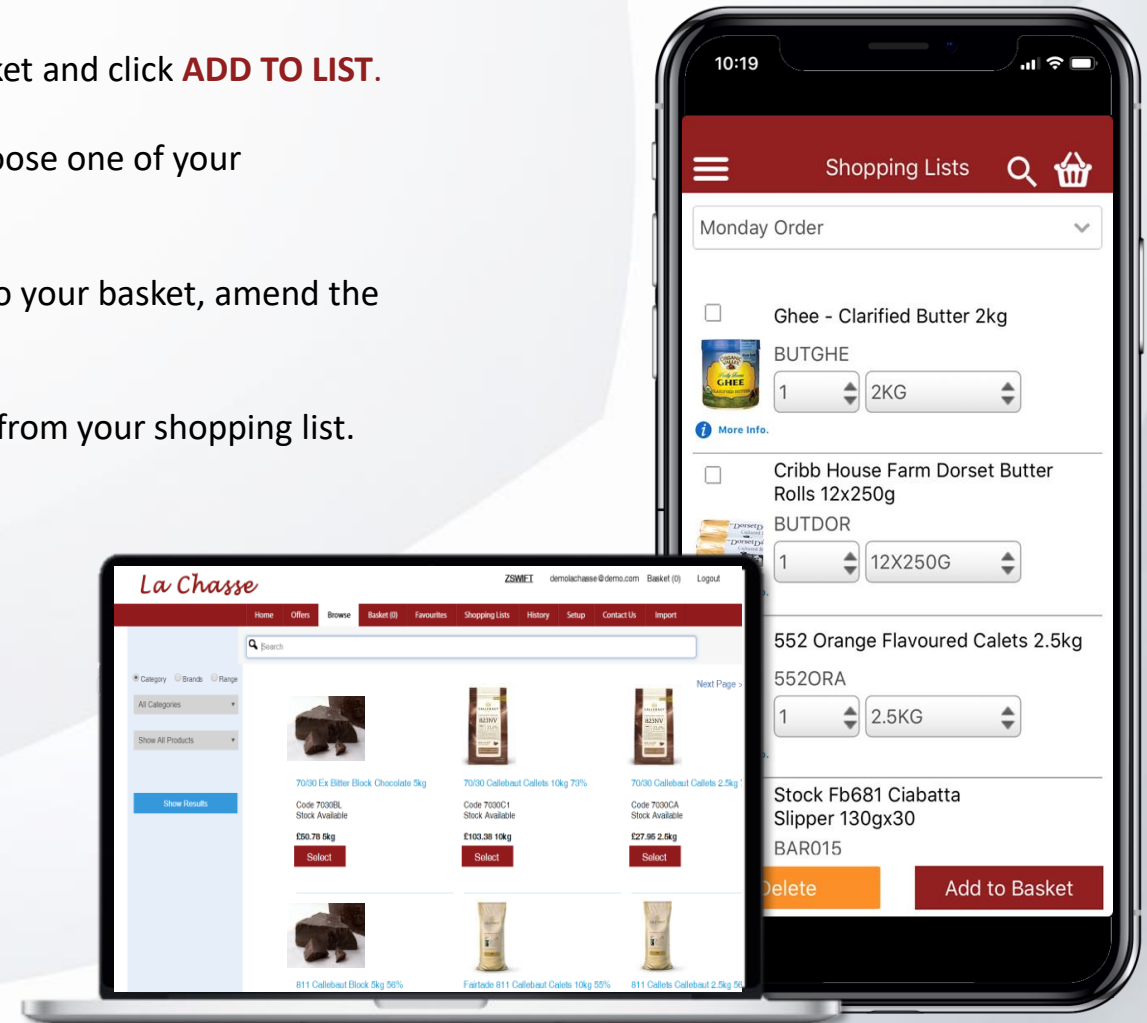


SHOPPING LISTS

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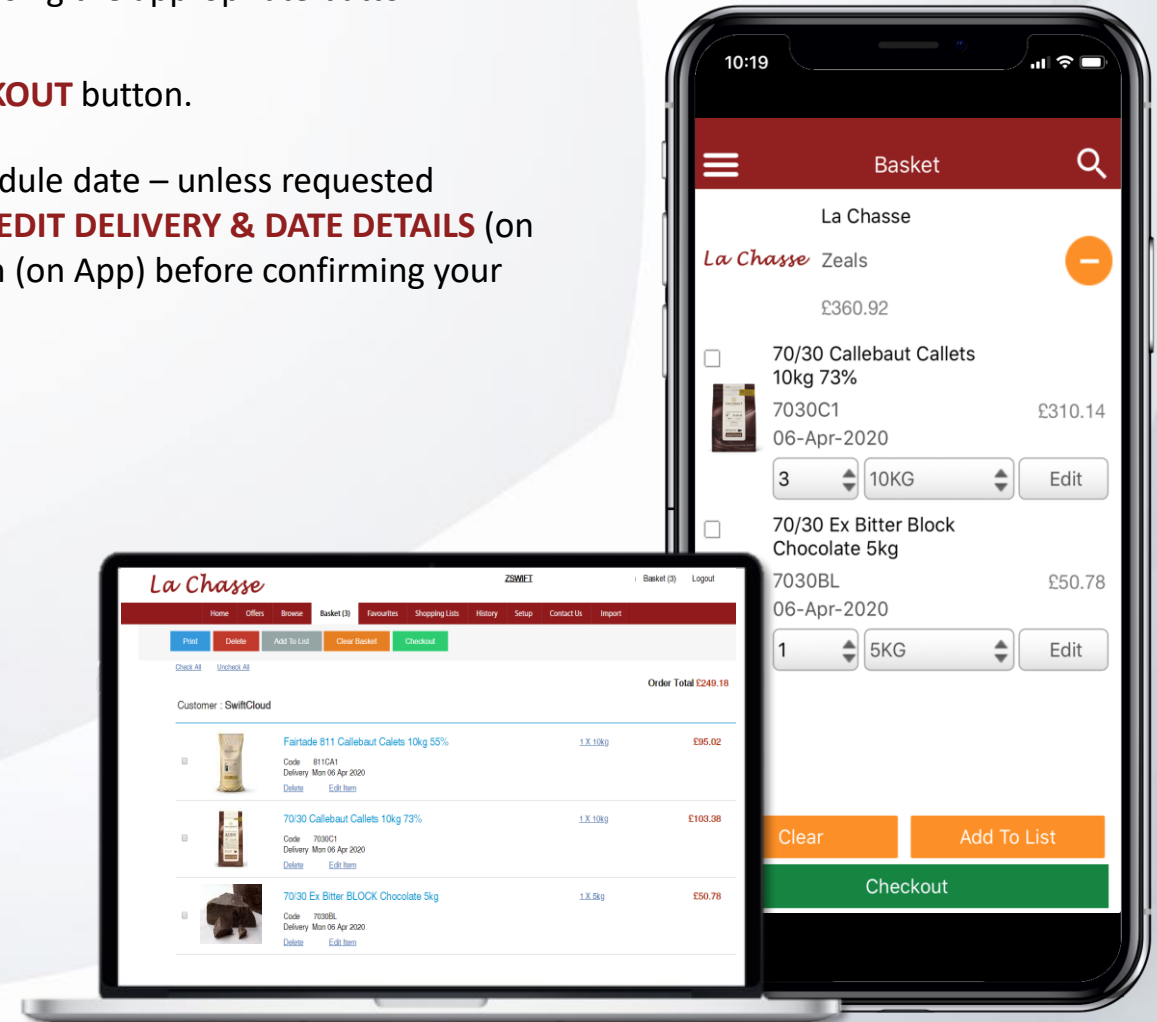
For items you regularly order, it's quicker to create a 'Shopping List'. You can give your list different names, such as 'Monday Order'.

- To do this, tick the items when in your basket and click **ADD TO LIST**.
- Use the pop-up box to create names or choose one of your previously named lists to add into.
- To add specific items from a shopping list to your basket, amend the quantity then select **ADD TO BASKET**.
- Use the **DELETE** button to remove an item from your shopping list.



BASKET

- Click the **BASKET** page to see its contents, plus your order total so far.
- Delete items or add them to a shopping list using the appropriate button.
- To place your order, click on the green **CHECKOUT** button.
- Your order will be delivered on the next schedule date – unless requested otherwise. To schedule a different date click **EDIT DELIVERY & DATE DETAILS** (on desktop) or the **ESTIMATED DELIVERY** button (on App) before confirming your order.

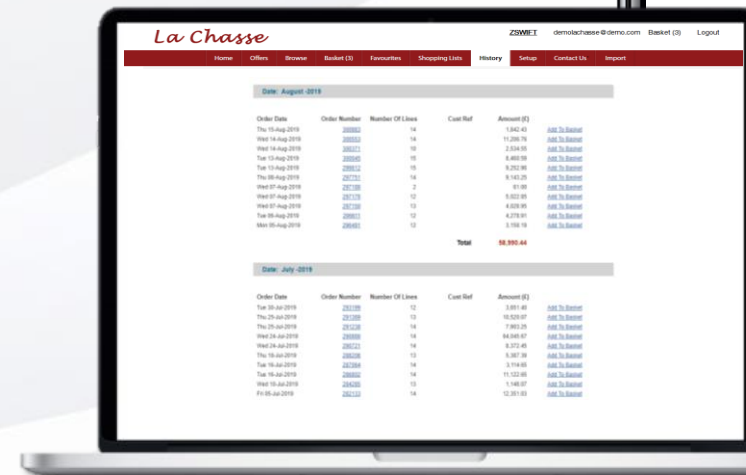
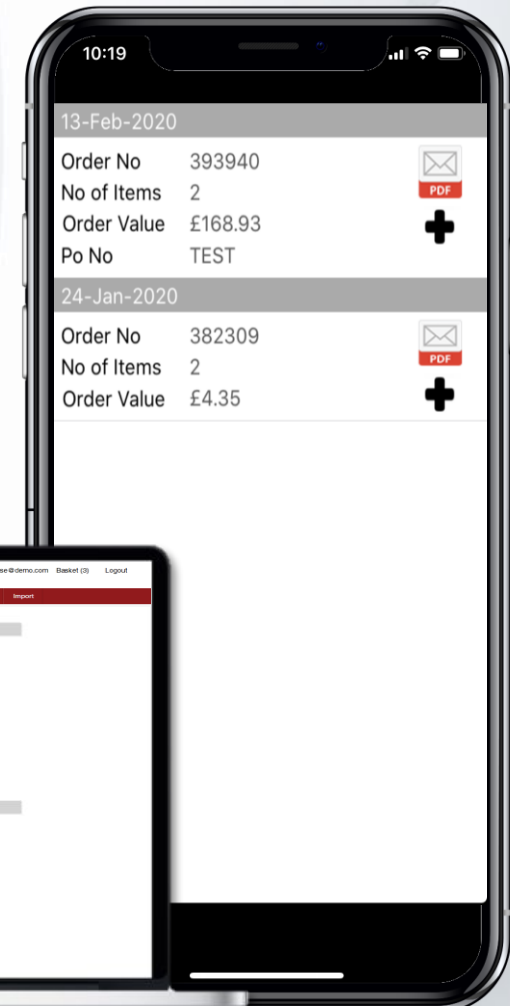


HISTORY

View details of past orders, either by looking through the list shown, by searching on our order number or your customer reference.

- You can also use the **ADD TO BASKET** link on the right to quickly drop the same items into your basket (a great way to quickly process your usual weekly shop).

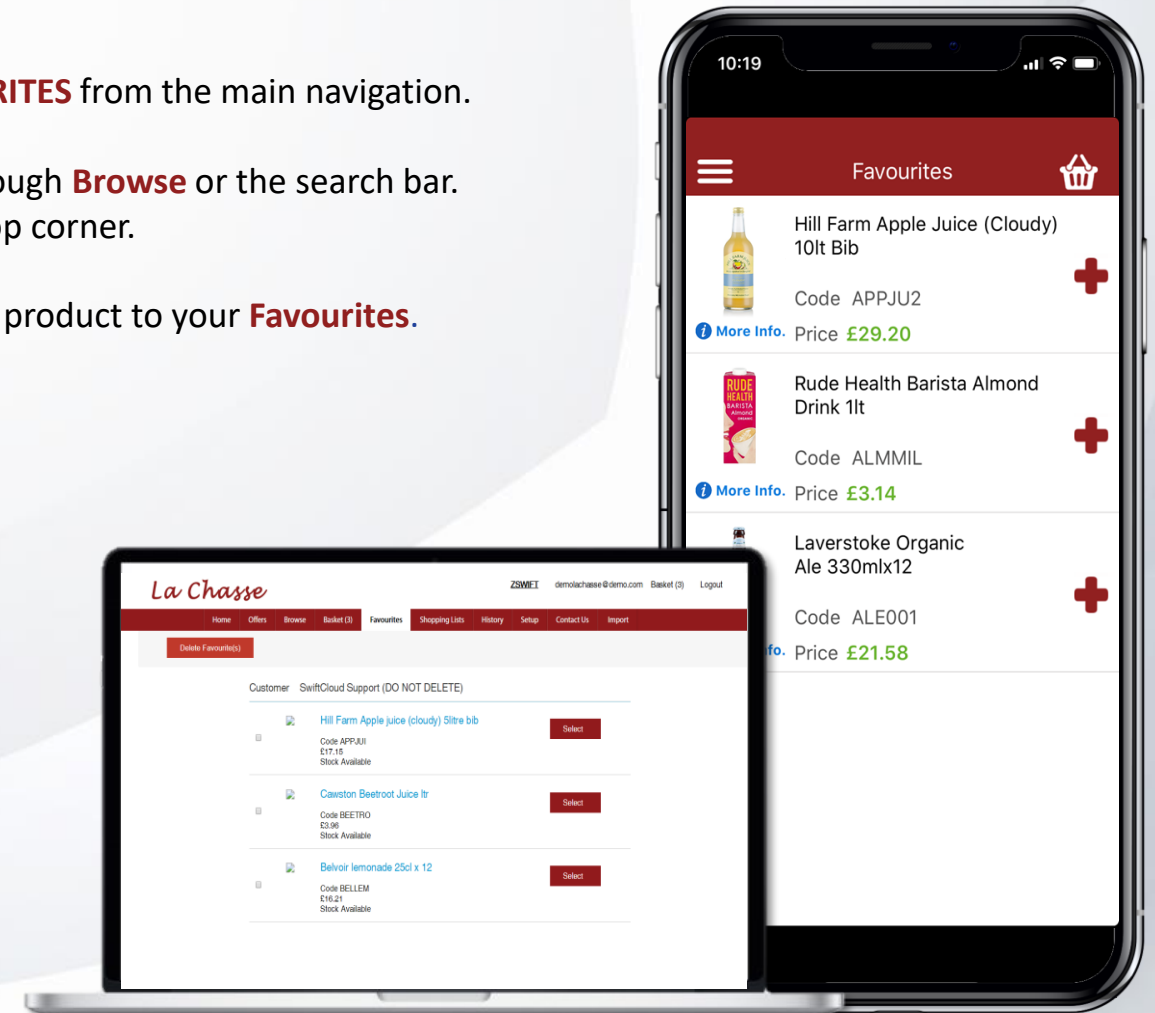
Note: For order amendments contact the customer service team, these cannot be edited using the app.



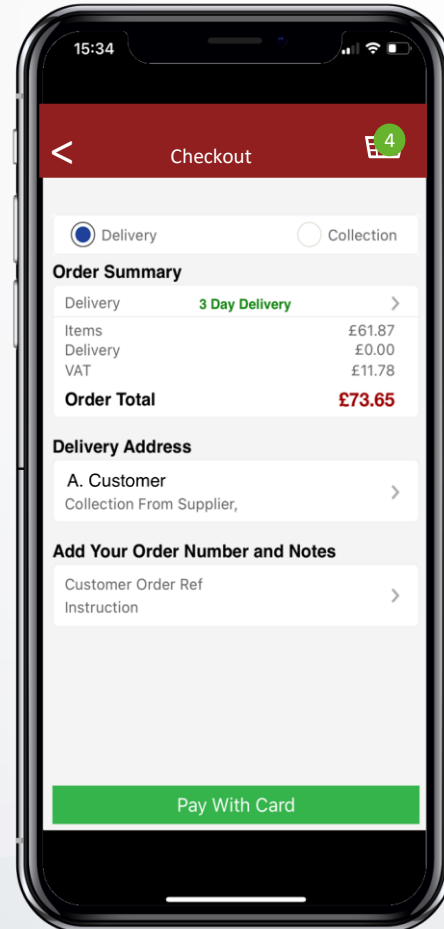
FAVOURITES

Add items to a 'Favourites' list to quickly order items you regularly use.

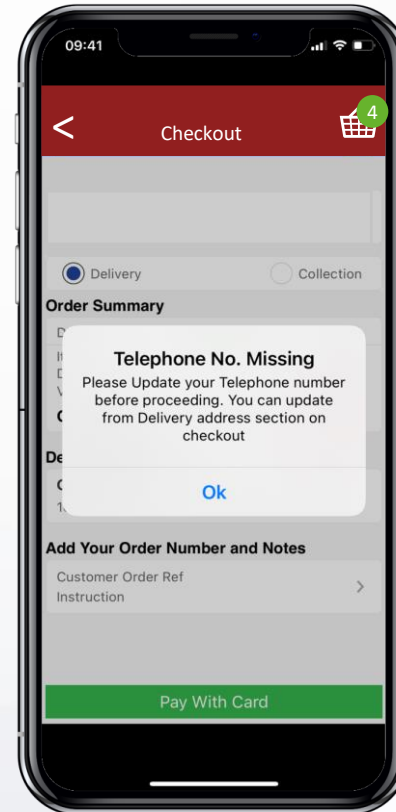
- To view your favourite items, click on **FAVOURITES** from the main navigation.
- To add a product into **Favourites** locate it through **Browse** or the search bar. Click **Select** and you'll see a grey star in the top corner.
- Click the star to turn it **GOLD**, which adds the product to your **Favourites**.



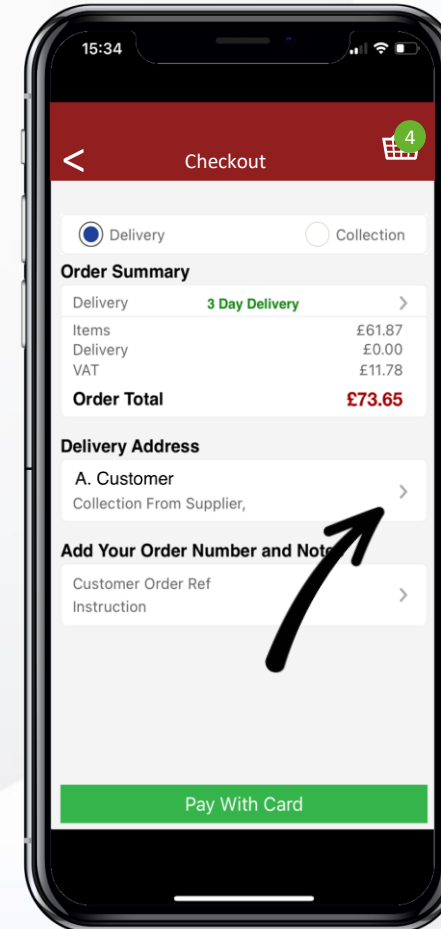
DELIVERY/CHECKOUT



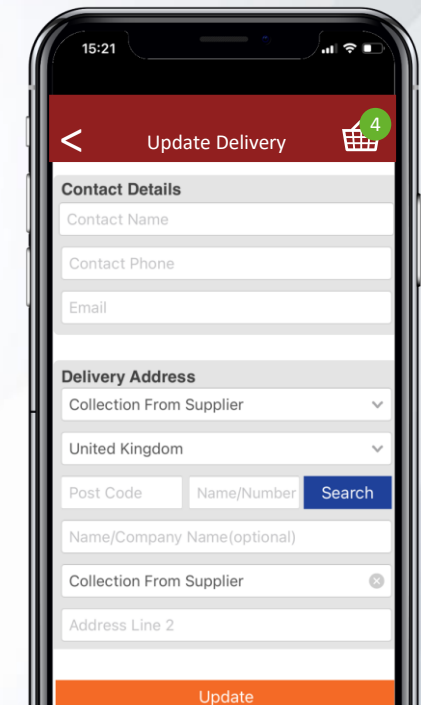
When you reach the checkout, enter your details and select **Pay With Card**.



If you haven't included your phone number, you must first do this to continue.



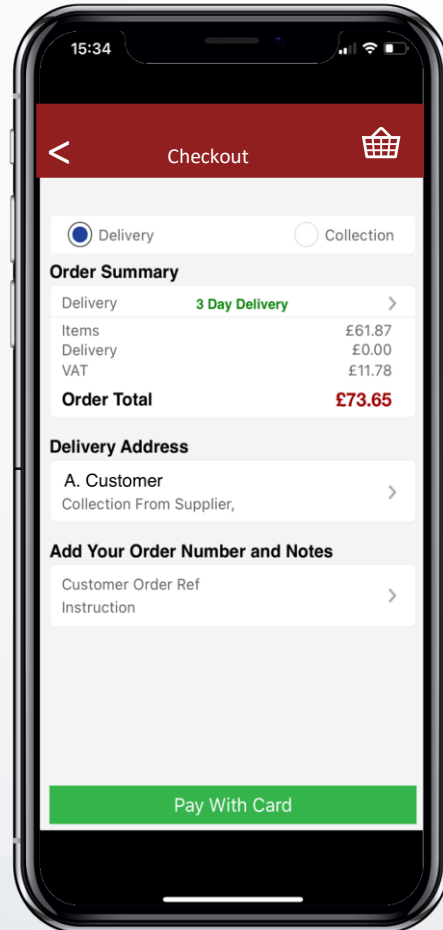
To add your phone number, select the small arrow under **Delivery Address**.



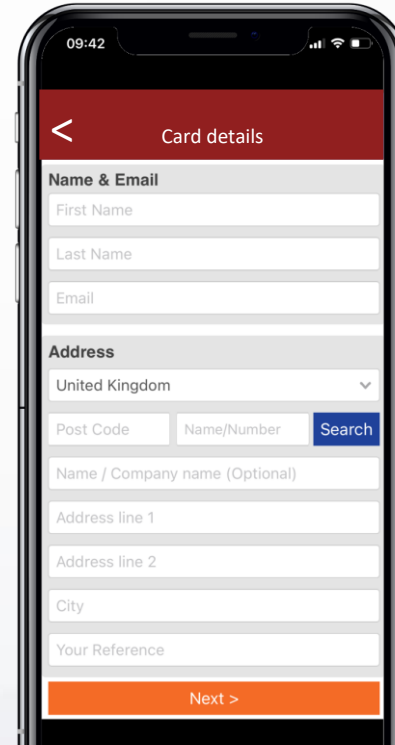
IMPORTANT!
Ensure the delivery address and contact details are correct. Also ensure that you have chosen the right date for delivery.

To update your address just press on **Update Delivery**.

PAYMENT

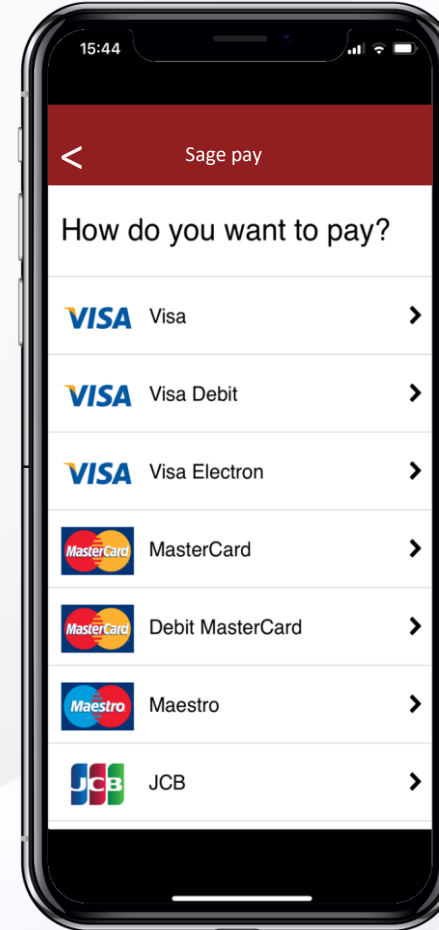


Once you have entered the correct delivery and contact information select **Pay With Card**.

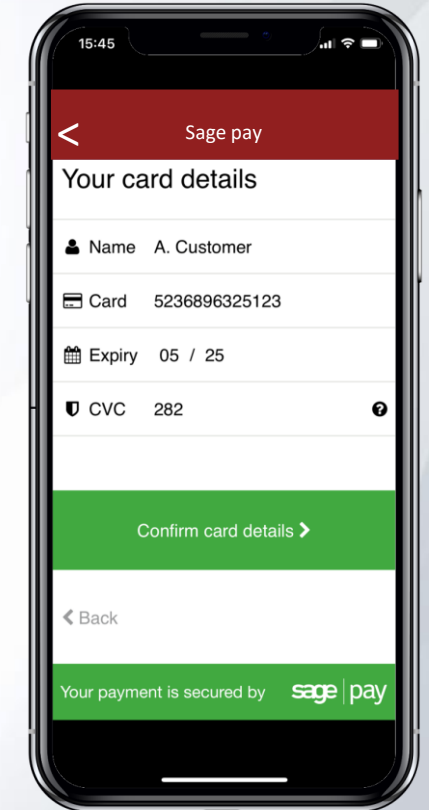


IMPORTANT!
Card Address and Delivery Address must match.

You can now enter your card details to continue and confirm the payment.



Next, select how you would like to pay.



And finally, confirm your details to complete the order.