

## Frequently asked questions

### What products do you sell?

We are trialling the shop by selling a limited range of products for the first few months. This includes: *Jumbo oats, brown rice, pasta (white), red split lentils, almonds, washing up liquid, hand soap, non-bio laundry liquid, toilet cleaner, dishwasher powder.*

We are also selling baby products including nappies, sacks and wipes from Beaming Baby <https://beamingbaby.co.uk/>

### Who are your suppliers?

We get the dry foods and baby products from **Infinity Foods** (and are organic). The liquid foods come from **SESI** which is a local producer and you can find out more about SESI on their website:

<https://sesi.org.uk/>

### What container should I bring?

#### **For dry food:**

- bring your own container (jars, ice cream tubs, takeaway boxes work well). Remember to wash them thoroughly before refilling them.
- Take one of our boxes (we can't take responsibility for the donated containers)
- use a paper bag

#### **For liquids:**

- bring your own bottle (for liquids the bottle you bring must have the millilitres it contains written on it)
- buy a bottle from us for 50p to reuse in the future

### Where is the money you take going?

Any profit made through Flo's Refill shop will flow directly into Flo's Community Benefit Society- supporting local people instead of big

corporations. We are using this to pay for keeping the building opening and welcoming to the public and to further develop the community space and add to our offer for local families.

### **Who is running the shop?**

The shop is run by Flo's (we are officially registered at People Place and Participation Ltd). The main point of staff contact is Makena Lohr. The shop is staffed by volunteers who are trained and have necessary accreditations and are amazingly giving their time for free.

### **Feedback and suggestions**

Please give us feedback in the shoe box in store or on our webpage: [www.flosoxford.org.uk/flos-refill-shop/](http://www.flosoxford.org.uk/flos-refill-shop/)

### **What are your prices?**

Our prices are currently the same as those of our neighbours at the East Oxford Farmers Market (Summer 2019). A full price list is displayed in the shop and on our website: [www.flosoxford.org.uk/flos-refill-shop/](http://www.flosoxford.org.uk/flos-refill-shop/)

### **Do you offer refunds?**

Yes, but we can't repurpose the food once they've left our containers you return, so please consider this carefully as it will create waste.

### **Can I volunteer?**

We'd love to have you. Please get in touch with Suffia or Makena on: [community@flosoxford.org.uk](mailto:community@flosoxford.org.uk) or [info@flosoxford.org.uk](mailto:info@flosoxford.org.uk)