

Step by step guide to ordering and purchasing GFHS publications

Searching for publications

1. To search the Shop – you can use the categories to filter the publications or use the general search button in the top bar. Another alternative is to download the publications pdf and make a note of the details of the item(s)

Ordering publications

2. Once you have found the item you wish to purchase, please select the number of copies and **“Add to cart”**. This will take you to the “Cart” or “Basket” page. You can amend the quantity of your publications and update the basket.
3. Should you wish to search for further items, please return to the shop using the **“Back to Shop”** button and make further additions to the basket.
4. On the Shop page, if you are unable to find an item and wish to continue to payment, please click on the **basket link** in the **top bar**. This will take you back to the Basket page where you can continue through to the payment screens.
5. On the Basket page, press the **“Checkout”** button.
6. On the Checkout page If you are a member of the Society or have already registered, you will be asked to login to the site. Alternatively, you can check out as a guest. Please fill in your details.
 - If you are a paid member of the Gwynedd Family History Society, please enter your email and password and you will be able to proceed with your order.
 - If you are a member, and this is the first time that you have used our new website, or have forgotten your password, please use the reset password option. You will be prompted for an E-mail address. Enter the e-mail that you used when joining the Society and press “Reset”. You will receive an e-mail from the website with a temporary password that you can use to login to the site. You can change your password to something unique by using the Change Password link in the “Your Account Dashboard”. If you do not receive an email, it is likely that you are using the wrong email – please contact membership@chtgwyneddfhs.cymru to update your email. When you have completed this process, press the basket icon in the top navigation to go back to the shop and complete your order.
 - You can order our publications if not a Society member. Please create a “Guest account” with the website and proceed with your order.

Choosing Addresses

7. The next step is to choose your billing and delivery addresses. If you already are a member, you will probably have a billing and delivery address. You can add new addresses, edit existing addresses, and choose an alternative billing or delivery address. Once you have done this you can **“Proceed to Checkout”**

Shipping methods

8. You will next move on to the "Choosing the Shipping Method" page. You will be offered two alternatives – Free local collection (through arrangements with the Sales Officer) or by shipping to a UK address. The UK Shipping costs will depend on the cost of the chosen publications. Please choose the appropriate Shipping Method and click on "**Choose**" to go to the "Order Confirmation" page. Please see point 15 below for information on Overseas orders.

Confirming the order

9. The "Order Confirmation" page allows you to check the order. You can still return to the Basket (button at the bottom of the page) and add or amend your items. If the order is correct, please choose your method of payment, agree to the Terms and Conditions, and "**Submit**" the order.

Payment methods

10. Please pay securely by PayPal. You do not need a PayPal account to use this payment method. Simply scroll below the PayPal log in button and select Pay by Credit or Debit Card.
11. If you prefer to order and **pay by cheque or by BACS (Bank Transfer)**, you will not be asked to pay online.
12. The Cash option is for administrative use only
13. An automatic email will be sent to customers. The email will confirm the order and if you have chosen to pay by cheque or Bank Transfer will inform you on how to pay for the goods.
14. If the total amount of your purchases comes to over £90, you will not be able to pay online and you will be asked to contact the [Sales Officer](#) who will provide you with the delivery costs and inform you how to pay for the goods.

Overseas orders

15. If you require items shipped **OUTSIDE** the United Kingdom, Isle of Man and Channel Islands then please use the online form as above. You will not be asked to pay **online**, but will follow steps 1 – 8 until you reach the Order Confirmation page where you can submit your order. Please proceed as if you were paying for the items. The Sales Officer will contact you by email with details of the total cost of your order, including delivery p & p charges and will inform you how to pay for the goods. Postage charges for **overseas countries** are dependent on the destination country and the total weight of the order items. There is a minimum £5 postage charge for overseas sales.
16. Please see our [Website Terms of Use](#) for further information on ordering, postage costs and paying for our publications. Our [Privacy Policy](#) covers how we use and securely manage your personal information.

We must receive payment in **advance** before your order can be processed and the goods can be dispatched unless we have agreed otherwise in advance in writing.

We will normally arrange for goods to be dispatched within **10 working days** of receiving your order unless a longer period is specified on the relevant pages of our website. If for any reason an item is unavailable, you will be notified and offered the choice of an alternative item or a refund. Our Society is run by volunteers and due to holiday arrangements and for other reasons we will occasionally be unable to meet this timescale. When that applies, a notice varying this provision will be shown on the Home page of our website.