

WUCFAQ

How does this all work?

Each order cycle, WUC gathers orders from members and then makes a bulk order with suppliers, who deliver our goodies for pick up on an agreed day. There are two order cycles each week, offering customers a different combination of pick-up day and time

An order cycle works like this:

- The online shop will open and members have a window in which to place their order
- Customers place their orders and make payment
- At the end of the ordering window, the shop will close
- Once the shop is closed, orders are placed with suppliers
- Prior to and on pick-up day, our suppliers deliver, and then our team pack each customer's order into our returners and other containers
- Customers return our containers within two weeks or at next order (whichever comes first). Our team mark off returns
- It all starts over again!

When are the order cycles? How do I know which location/pick-up I'm ordering for?

We operate out of our shop at 2a/12 Duckett St Brunswick and have two order cycles. The online shops are closed outside of the ordering windows and it is not possible to look at your order (in the shop) or see our product range when the online shops are closed. Please refer to emailed order confirmation for your order details. If you need to see product range, outside of shops online hours, please take note of products you are interested in so you can refer to that when the shops are closed.

Location	Pick Up Day/ Time	Ordering Window
2a/12 Duckett St Brunswick	Thursday 430pm-6pm	Friday-Tuesday before pickup
2a/12 Duckett St Brunswick	Saturday 230-330pm	As above

We are also in the shop outside of these hours if you wish to return containers, do a "walk in shop" or just want to chat over our model in person.

Our hours from September 2025 are:

Tuesday, Wednesday &

Friday 12-5pm

Thursday 12-6pm

Saturday 12-4pm

We may also open on Sundays in the future dependent on demand.

Please call the shop in the above hours (0413261106) or message Gabrielle through FB before coming in, as these hours can occasionally change

Where do I order online? How do I know I'm ordering for the right day and place?

There is a specific link for each pick-up day. These links are the same each week. If you're not sure, check the top of the website and it will say the location and day. If you go to the online shop when the ordering window is closed, you'll get a page that says "We will be back soon." Come back when the ordering window is open to place your order.

Brunswick Thursday pick-up: <https://wholefoodsunwrappedcollective.com/brunsthurs/>

Brunswick Saturday pick-up: www.wholefoodsunwrappedcollective.com

You will need to set up a login account separately for each online store.

What products are in the shop? Is it the same for both shops?

Our product range is all vegetarian, often vegan, and supplied by wonderful, small local suppliers who are on board with our packaging free ethos. WUC started life as 'Team Tofu' with just bulk tofu orders, and we have (and continue to) expanded our range over time to a huge range of products.

The products do vary between the stores, because we're usually working with the ordering timeframes of our suppliers. If you've got a question about the availability of a particular product, pop a question in our Facebook group.

How much can or do I have to order? I want to order something but it says out of stock?

Our suppliers are wonderful, but most have a minimum order amount or certain standard order quantities. So when we put a product in the store, we set available quantities based on what we can order with the supplier and also minimum sizes that make it easy to break up the bulk amount we order.

Sometimes you may see a post on Facebook calling for 'bump-ups' for a particular product. This means we're a few short of minimum order quantities, and are checking to see if anybody is willing to add an order to take us up to the right amount.

How does payment work? Is there a membership fee?

Once you've completed your order, you'll get instructions to make a bank transfer or payment. Your total order cost will include a \$5 fee per order that covers our rent/outgoing. There's no ongoing membership fee.

I forgot to order something, but already completed my order. What can I do?

As long as it's for the same shop and ordering window, create a second order and use the code "bumpup" as you're checking out. This way, you won't have to pay the \$5 admin fee again for the week.

A regular item that I order isn't in the shop this week. What can I do?

Most staple items are in the shops every week. Occasionally we do sell out on popular items, so we recommend you order early in the ordering windows as described above.

Sometimes items are added to the shop after it opens if we get new products after the shop opens

How does pick-up work?

Just come any time during the agreed pick-up time (we'll invite you to a Facebook event each week if you've ordered, where we confirm the details). It shouldn't take more than 5 - 10 mins to grab your order, depending on what needs to be collected from the fridge or freezer. A team member will check your order is complete before you leave.

Please be aware of parking restrictions on Duckett St. We encourage customers to use PT, cycle or walk if you can.

If you are unable or forget to pick up on the day you have ordered, perishable foods will be donated and non perishables will be available for pick up at your next order. To avoid this situation, please post to the group (at least a day before pick up) to see if someone can pick up your order for you. We also strongly recommend to mark pick up day and time on your calendar. We are a very small team (mostly without cars) who cannot accommodate requests for deliveries/alternative pick up times.

How do I set up an account? I've set up an account but I can't log in!

It's very easy to set up an account in our online shop, you'll just need an email address and your details.

Please be aware that you'll need to set up an account for each of our online shops separately, due to the way the back end of our website works. It's OK to use the same email address and details on each of the accounts. So if you can't log in, check if you've set up an account for that day / location or if you're in the right store link.

Can I walk in to buy things rather than make an online order?

Yep! Any time that we are open (see above for those hours) you can come by to purchase produce. Please be aware that our range will not be as wide ranging as online as we limit the amount of fresh produce for walk ins, to prevent food waste.

Both cards and cash are accepted.

What packaging can I expect?

We list the packaging we receive from the supplier in our online shop product listings. Most of our products come either package free, in containers that we return, or sometimes in bulk packaging that we recycle with Recycle Smart.

We pack your order in containers from our 'container/returnr (returnr.org) library'. Please dispense your products into your own storage containers, after arriving home. Please do not store your produce in WUC containers or use them for purposes they are not intended for. ***We need them back in the condition you received them in within two weeks of your order. We will contact you if items are not received back to us within this time frame***

If you lose or damage any of our returnrs, other containers, produce or crates, please let us know, when you return them. We understand accidents happen but it's the right thing to do, to let us know.

If you are unsure of our to correctly store certain products, please Google, ask questions in

the group or to admin. (more on that below). Please wash containers and produce bags thoroughly and return with your next WUC order or within two weeks-whichever comes first.

Who runs WUC?

WUC is run by 4 paid employees, including young people employed in their first jobs and 2 part time admin staff. We very occasionally ask volunteers to help us with tasks including picking up tofu, packing and distributing orders.. There's no obligation to volunteer, but if you do a volunteer shift, we'll offer 10% off your next order as a thank you. If you do a pick-up run for tofu, your petrol costs will be covered.

Does WUC contribute in other ways to the community at large?

Yep!

We regularly received local, state and federal government funding for zero waste food relief. Please email us for more details.

Moreover, every fortnight we donate to worthy organisations and in just over three years years have donated over \$10000 to them.

There's something I'd love to buy package-free but it's not available in the shop

We are always expanding what's on offer. WUC started with just tofu, and look how far we've grown! If you've got an idea, or (even better) a potential local supplier that's already on board with supplying us package free, then pop the idea in the Facebook group. All our food items need to be vegetarian or vegan though.

I/someone in my household has food allergies, can you prepare my order differently/separately?

We can always try to accommodate dietary preferences and your requests, but please do be mindful that there is a strong likelihood of food allergen traces (such as nuts, grains and dairy) being present across our orders. As a small but busy operation, unfortunately we simply don't have the capacity to prepare orders entirely separately. We thank you for your understanding and as always, we're happy to provide more info to help you make an informed decision, just ask!

I'd like a refund for something in my order, how do I organise that?

Please contact , Gabrielle, Carol or Christine (who are admin on the FB page-you'll find their details there). In general, refunds will be issued for any items that suppliers cannot provide or if it is ascertained that a product is unusable or damaged through incorrect WUC storage or handling .

We cannot issue, refunds for incorrect storage or use by members after collection. As such we ask members to research the best way to store products that may be new to them or are not in packaging that is standard supermarket style (almost everything!). We (and the group as a whole) are also happy to answer any questions about storage. We advise to ask these questions, prior to ordering.

Refunds also cannot be issued for change of mind.

Two of our primary goals are to keep prices affordable and reduce food waste. Correct food storage is essential to the long term, financially secure future of our group.

Help! I have a general query about my order! Who do I contact?

We are run by a small group of paid staff and volunteers so please be patient if you have a query- we'll do our best to respond and help as quickly as possible. As above, Gabrielle, Carol and Christine are the people to contact.

We're a wonderful group and shop and we're glad you have decided to be a part of it!

