

## Members & registrations

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### Content

#### **Change contact details and personal information**

We provide our customers with an easy way to keep all of their contact details up to date through the 'My Baneys Farm' section in this site.

You can access 'My Baneys Farm' at any time by clicking the link found in the top sub menu. Once you are logged in, you can choose to manage your contact details, addresses, orders and more.

It is the responsibility of our customers to keep all their details updated on our website. This ensures we send communication to the right address and deliver the products goods to the right place.

#### **Change email address or login details**

This article explains how to change your registered email address log in details. Please note that you need to know your old details to change them. First you need to log into your account by clicking the 'My Baneys Farm' link at the top sub menu of this site. Change your personal data and select the 'update settings' button to store your changes.

#### **I have forgotten my account password**

To be reminded of your password simply follows the next steps:

Click the 'My Baneys Farm' option at the top sub menu of our site.

At the login page, click the link 'Forgotten Password?'. You will be asked for your email address that you used for your account. Your password will be sent to your mail box.

Although we send the password immediately, it may be the case that you will not receive it instantly due to a delay between our mail server and your ISP/mail server. Also make sure the password mail is not received in your spam folder.

If you have repeatedly attempted to log in to your account, you account may have been blocked for security reasons.

**Obtaining an invoice copy**

An invoice is presented after each order and is also mailed to your mailbox. Invoices are also available online for registered customers.

If you used the 'Easy order' option during the order process your invoices are not available online.

When you are a registered customer, log into your account using the 'My Baneys Farm' link on the top sub menu of the site. You will be presented with your personal settings and orders, now select the 'My orders' link and a page containing your orders will be presented.

**Removal from mailing list requests**

When you are a registered customer you can easily select or deselect the mailings in the 'My Baneys Farm' section in the site (top sub menu).

When you are not a registered customer, you may change or unsubscribe from the mailing list by using the 'Change mailing registration settings or unsubscribe' link found at the end of each mailing you received from us.

**Unable to login with your account**

If you attempt to log into your account unsuccessfully for x times (depending on the shop administrators settings), your account will be locked for security reasons.

Please contact us when your account is locked using the online contact/help form.

When you forgot your password, please use the 'Forgot password' link found on every login page.

**Is it needed to register for shopping at Baneys Farm?**

It is not necessary to register at the Baneys Farm shop to place orders, however it is an option to register and become a member.

Registering with us will give you additional options like, download & print your invoices online; remember address and other information during concurrent orders; get additional information only for members; use your account to access our forums.

If you don't want to register with us, select the 'Easy order' option in our order form. If you want to register or login use the other options.