

## Wholeshare Customer FAQs



**DIRECT EATS**

### **What is Direct Eats?**

Direct Eats is an online marketplace that offers over 20,000 natural, organic and specialty food and health & beauty products, shoppable by 17 diet and lifestyle filters. There is no membership fee and shipping is FREE, on every order, regardless of size!

### **Where is my Wholeshare account information and order history?**

Customer account information from Wholeshare did NOT transfer over to Direct Eats, so please feel free to create an account with us for free! Sign in to create a new account, or if you do not want to create one you can always shop and check out as a guest.

To see your Wholeshare order history, visit <http://www.Wholeshareorderhistory.com>.

### **I have a gift card/credit to Wholeshare, can I still use it?**

For all gift card/credit inquiries, please contact [help@Wholeshare.com](mailto:help@Wholeshare.com) – they'd be happy to assist!

### **Wholeshare had a product that Direct Eats doesn't have.**

We try to accommodate our customers and carry as many of their favorite products as possible. If there is a brand or product you used to purchase from Wholeshare that you do not see on our site, please send us a message via our [Contact Us page](#) and we'll be happy to look into it for you. Please note, we do not generally carry perishable items.

### **Wholeshare had fresh foods, where can I find those on Direct Eats?**

Direct Eats does not carry fresh produce right now. We may add more perishable items down the road, so please be sure to stay connected with us so you can be the first to know, if and when we do.

### **I only see bulk products. Where can I find single items?**

The majority of our food items are sold in pantry-sized portions but we do sell health & beauty items in singles or 2-packs. We are continually adding lower pack sized items for food. If you are looking for a smaller pack size of a particular product, please feel free to reach out to us via our [Contact Us page](#) or on our live chat service and we'd be happy to help!