

Download Files

For most of the SFHG data products you are able to purchase a "Downloadable" Version.

This means that the information is available almost immediately after purchase and there are no postage costs or delays.

You may include several items on the same order.

When you have completed your purchase, a "Confirmation of your purchase" message with the link(s) for the download(s) will be automatically sent to the email address you gave when you placed your order.

It is important that you give your correct and current email address.

Please check for errors (in particular, typing errors, old email addresses, etc.) before completing and paying for the order as the email address that you give will be used to send you the "Confirmation of your purchase" which has the link(s) to download the files.

If you realise that you have made a mistake after placing the order, please do not reorder as you will be charged twice. Send an email to us at publications@sfhg.uk detailing the problem and we will try to resolve it with you.

If you do not receive the confirmation message shortly after you placed the order, please check the following:

1. Ensure that your email inbox has been refreshed and is up to date.
2. Look in your Spam, Trash folders etc. as it may have been directed there by mistake.
3. Check for any problems with your internet and email providers.
(We suggest checking this by sending "test" emails to yourself and to the address you gave for your purchase.)

Sometimes "Spam" filters or "anti-virus" programs may block messages.

Also there may be temporary problems sending emails from the SFHG website

If all seems ok but you still have not received the "Confirmation of Order" message, please send an email to us at publications@sfhg.uk and we will try to resolve the problem with you.

Please also provide an alternative email address if possible.

Please note: If we do not have your correct email address or our messages are being blocked, we will not be aware that you have not received your download links and we may not be able to contact you.

Our SFHG addresses are manned by volunteers, so a response may not be immediate.

An Example of the "Confirmation of your Purchase" message is shown below. The layout/presentation may be different but the content should be the same.

Typical confirmation message sent to purchaser.

John Smith

From: Sussex Family History Group <no-replay@sfhg.uk>
Sent: 29 May 2024 11:58
To: XXXXXXXXXXXX@gmail.com
Subject: Sussex Family History Group - Order #1398

Thank you for your order for Sussex Family History Group products.

Please use the links below to download the items you have purchased.

Order Details					
Order Number: OXIVCJ0L3G Date Added: 29-05-2024 Payment Method: Sagepay Shipping Method:			Email: XXXXXXXXXXXX@gmail.com Telephone: 01234987654		
Comment					
Delivery Date					
29-05-2024					
Payment Address				Shipping Address	
John Smith 105 Chichester Road Bigtown, AB123AA , United Kingdom XXXXXXXXXX@gmail.com 0123498765					
Product Name	Code	Quantity	Unit Price	Downloads	Total
Felpham - CD or Download: Download (C030D)	C030	1	£3.00	1. CD030D Felpham MI R1	£3.00
Sub-Total					£3.00
Total					£3.00

FOR QUERIES ABOUT YOUR ORDER PLEASE SEND A MESSAGE TO: publications@sfhg.uk

FOR TECHNICAL QUERIES PLEASE SEND A MESSAGE TO: publicity@sfhg.uk

To view your order click on the link below:

This link takes you to our website and you can view your order.

https://www.sfhg.uk/index.php?option=com_eshop&view=customer&layout=order&order_id=1398

To access your downloadable products click on the following link:

https://www.sfhg.uk/index.php?option=com_eshop&view=customer&layout=downloads

This link takes you to our website and you can view all your downloads' links incl. those from previous orders.