

## **Web Store Information to Share with Customers**

There are three new processes to think about for your online store experience: What is the process before a customer places their order, What is the process to pick up their order, and potentially a general Frequently Asked Questions piece.

These 3 pieces of information are important to add to a page on your website to reduce phone calls and customer confusion. Please take from these examples and add to it to fit your farm needs.

### **WEB STORE ORDER INFORMATION (Before you place your order)**

1. Ordering will start mid-May and go through mid September.
2. **Order minimum is \$25.**
3. **The online store will be open to place orders Saturday through Tuesday.**
4. **Pickup days will be Tuesday - Friday from 2PM - 6PM.**
5. **Orders take 3 business days to put together.** When you place an order, you will see your pick up day listed. It will also be in your emailed receipt.  
Please come on your **SCHEDULED PICK UP DAY** anytime between 2 - 6PM.  
*Ex. If you place an order on Saturday, your order will be ready for pickup on Tuesday.  
If you place an order on Sunday, your order will be ready for pickup on Monday.*
6. In an effort to minimize cars coming through our barnyard, we encourage you to coordinate with family and friends and pick up for others in your neighborhood.
7. **At checkout, please let us know in the message box if you are open to substitutions.** We may run out of certain cultivars. (If you are not open to substitutions, we will issue any credit as needed.)
8. You will receive an emailed order receipt with your pickup day and time, address of our farm, and pickup instructions. Please check your Spam folder first to reduce our email load. If you do not see your email order receipt, please email: ourfarm@gmail.com.

**CURBSIDE PICKUP PROCESS**  
**(After you have placed your order)**

1. On your pick up day, come on out to **123 Main Street in Somewhere, ME.**
2. *Please drive slow and watch out for the chickens/dogs/animals that may be roaming about.*
3. Follow the signs for “curbside” delivery spot, which is by the first greenhouse on the right.
4. There may be others ahead of you. Please be patient. We are trying to make pickups as efficient as possible.
5. **Please stay in your car.** We will deliver your pre-packed plants right into your car. If you would like to load them, we will leave your plants by the car and move away.
6. There is a turn around spot to be on your way. Drive safely!

**FREQUENTLY ASKED QUESTIONS**

**Q: What if my order doesn't meet the order minimum?**

**Q: Can I show up on a pickup day and place an order and just wait for you to fill it?**

**Q: How do I pay for my produce?**

**Q: What if I miss or forget to pick up my order?**

**Q: Do you ship orders?**

**Q: What will my produce be packed in?**