



# the PRODUCE PACK

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• program •

## Frequently Asked Questions

### What is the cost of participating in the Produce Pack Program?

#### *Weekly Option:*

Your investment in the program is \$320 for 16 boxes. Payment of \$320 is due in full by the first produce pack delivery.

#### *Bi-weekly Option:*

Your investment in the program is \$185 for 8 boxes. Payment of \$185 is due in full by the first produce pack delivery.

Payment will be accepted via cash, check, or credit card on or before May 23rd.

### Where and when will I begin receiving my pack?

Produce packs will be delivered to The Produce Patch Farm Market Washington location on Tuesdays at 3 p.m. You are welcome to pick up your produce boxes anytime between 3 p.m. and 6 p.m.

Produce packs will be delivered to The Produce Patch Farm Market Loogootee and Jasper locations on Wednesdays at 11 a.m. You are welcome to pick up your produce boxes anytime between 11 a.m. and 6 p.m.

Weekly produce pack members will receive their boxes the week beginning on May 23<sup>rd</sup> and continue through the week of September 5<sup>th</sup>.

Bi-weekly produce pack members will receive their boxes every other week throughout the season to include the following dates: May 23/24, June 6/7, June 20/21, July 5/6, July 18/19, August 1/2, August 15/16, and August 29/30.

Please note: The July 4<sup>th</sup> delivery will be made on Wednesday, July 5<sup>th</sup> / Thursday, July 6<sup>th</sup>. You will receive a reminder the prior week regarding this specific delivery.

### How does the text reminder work?

Each week, you will receive a text reminding of the produce pack delivery. The pick-up day and timeframe will be included on the text. We kindly request that you do not reply to reminder texts if you are unable to pick-up your box, but email our staff at [producepatchcsa@yahoo.com](mailto:producepatchcsa@yahoo.com) or call (812)687-7736.

### What if I am unable to pick up my produce pack?

We encourage you to share your pack with a friend and request they pick up on your behalf. If alternate arrangements are not feasible, we kindly request that you let us know 24 hours advance if you are unable to pick up your pack and we will provide you with a \$20 gift certificate the following week when you pick up your subsequent

produce pack. The \$20 gift certificate is redeemable at any of our Produce Patch Farm Markets. We are able to offer this benefit to each member up to 2 times for the season.

If you are unable to pick up your box at the designated delivery location and time and do not make alternative arrangements, please understand you are agreeing to forfeit your box for that specific week.

### **What can I expect to receive in my weekly box?**

The variety and of quantity of produce are dependent on weather and may vary through the growing season; however, each box will contain 5-8 produce items. An example of box delivered during the 2016 season included: cantaloupe, pint of cherry tomatoes, 2lb. of green beans, pint of blackberries, 2 green peppers, and 3 lb. of potatoes.

### **What if there are types of produce I do not like or prefer not to receive?**

No problem! Just make sure you circle the items you do to want to receive on your enrollment form and we will do our best to substitute with the produce varieties that you love!

### **What information will be distributed via the closed Facebook group?**

On the day of delivery, we will post the listing of the produce items you should expect to receive in your box that day. In addition, you will receive information regarding the Item of the Week discounts, and other information you won't want to miss regarding the produce pack program. If you would like to join the closed Facebook group, please let us know!

### **Do you prefer I bring my box back for re-use?**

In order to comply with food safety standards, we do not reuse boxes. We recommend you reuse your box at home or place in your recyclables.

### **What if the Produce Pack Program isn't for me?**

We promise, that if you are unhappy with the program and it isn't a fit for you and your family, we will refund you the unused portion of your subscription.

### **How do I enroll in the Produce Pack Program?**

1. Visit our website at [producepatchfarmmarket.com](http://producepatchfarmmarket.com)
2. Go to the **PRODUCE** tab, then click **PRODUCE PACK**
3. Click on the **2017 Partnership Agreement** link
4. Print and complete the **2017 Partnership Agreement**
5. Mail the completed **2017 Partnership Agreement** by May 1st, 2017 to:

The Produce Patch  
2801 E 825 N  
Plainville, In 47568

We will send an email confirmation to you once your partnership agreement has been received.

### **Who do I contact if I have additional questions?**

Additional questions may be directed to [producepatchcsa@yahoo.com](mailto:producepatchcsa@yahoo.com) or you may call (812)687-7736. You will receive a response within 48 hours. We ask that you do not call our farm market locations as the staff will not be able to answer your questions regarding the Produce Pack Program. Thank you!