

# Marin Farmers Market Local Delivery Program

## POLICIES AND PRACTICES



### Summary of Our Delivery Program

We source direct from our farmers in the Marin Farmers Market. Our products include organic, conventional, no spray, natural and transitional items from on average within a 250 mile radius.

We deliver direct from the Marin Farmers Market on market days. We have already launched the Thursday delivery and plan to start Sunday year round starting in the fall 2007. (plus a hold over Sunday night for Monday delivery)

We offer the freshest, locally and sustainably grown diverse variety of products available in Marin ranging from fruits and vegetables to breads, sauces, oils, honey, jams & more

### Meet Our Team

Market Managers: Tanya Small (Thursday), Jim Fenton & Amelia Chapman (Sunday)  
Tyler Thayer (Novato and Fremont), Alpha Lewis (Hayward), Jim Fenton (Oakland)

Distribution Team: Leah Smith – Outreach and Customer Relations  
Alpha Lewis – Delivery  
Ann Huseman & Tanya Small – Accounts Payable & Receivable

Executive Director: Brigitte Moran

### How to Contact Us

**Marin Farmers Market Association** – 76 San Pablo Avenue, San Rafael, CA 94903  
Phone: 415-472-6100; Fax: 415-472-6104  
Email: (firstname)@marinfarmersmarket.org  
Website: [www.marinfarmersmarket.org](http://www.marinfarmersmarket.org)

### Pricing and Availability

Generally, the farmers set the price and the customers give us their feedback. We pass that feedback onto the farmers.

Price changes are generally avoided. However, if a product runs out at a certain farm with a set price and you require a certain product, we may offer you that product from another farm at a different price. We will communicate with you if there is a potential price change for any reason and confirm that price with you before placing the order.

If you wish to place an order in a smaller quantity that is offered by the farmer, we may or may not be able to accommodate this special order. A smaller volume order may have a higher per unit cost. We will communicate with you if there is a potential price change for any reason and confirm that price with you before placing the order.

Let us know if you want a certain product and we will see if we can source it for you. We have access to 200 producers through our market, not all of whom are yet represented on the order form.

### Schedule for Ordering and Delivery

Market Day	Order Form Available	Place Orders By	Delivery Made By
Thursday Civic Center	Monday, 1 PM	Tuesday, 1 PM	Thursday, 8 AM - 4 PM
Sunday Civic Center	Wednesday, 1 PM	Thursday, 1 PM	Sunday, 8 AM - 4 PM OR Monday, 8 AM - 4 PM

### Ordering & Billing

**Order Forms** for the week are **made available on Monday at 1 pm for Thursday** delivery and on **Wednesday at 1 pm for Sunday** delivery.

Orders are placed on **Tuesday by 1 pm for Thursday** and on **Thursday by 1 pm for Sunday**.

Invoices are sent weekly within a few days following the delivery.

New customers may try the program for two weeks with no minimum order. After that, there will be an order minimum of \$150. The cost to run the program will not allow us to do small orders on an ongoing basis. Non-profits or educational programs should speak with us about your needs.

### Delivery

**Deliveries** are made between the hours of **8:30am and 4 pm on Thursday or Sunday/Monday**.

Deliveries must be accepted by a designated person and signed off on. If the designated person is not present at the time, who ever receives the delivery is conclusively presumed authorized to receive and sign off on the delivery.

An **Order Summary** will be included at the time of delivery. The Marin Farmers Market will send an **Invoice** to customers after the delivery to insure an accurate bill from which to pay.

### Quality

Our products are the freshest quality products that are farm fresh and grown by meticulous, caring and small scale sustainable farmers. We deliver them directly to you. Therefore there is the smallest amount of time possible between the farm and your kitchen, often less than 48 hours.

### Payments

Payments in the form of a check are made payable to the **Marin Farmers Market** and mailed to **76 San Pablo Avenue, Ste. 200, San Rafael, CA 94903**. Payment is required within 15 days after the date of delivery.

### Customer Profile

All customers must have a **Customer Profile** completed and on file with the Marin Farmers Market to begin ordering with us.