

## Marin Farmers Market Delivery Program

### PROCEDURES AND RULES



#### PROCEDURES

Communicating Product Availability: Producers from the Farmers Market send in your product availability on the provided **AVAILABILITY FORM** via **fax or email by 10 am on Monday mornings for both Thursday and Sunday** Market Delivery.

Communicating Orders: Orders are placed and communicated to you no later than Wednesday 9am for Thursday orders and by Friday 9 am for Sunday orders.

Packing the Products: You pack and organize the order by customer and load onto your truck headed to the market.

Special Handling of Products: Producers with products that require special handling like frozen or refrigerated foods, must pack them yourselves with sufficient insulation or ice to maintain the temperature.

Drop Off: Drop off the sorted boxes and work with Alpha to correctly sort and label boxes at a designated drop off point.

Payment: You will either be paid in cash at the market to begin, then we will be transitioning to checks as the orders grow. Check payments will be made within 15 days from the date of purchase.

#### RULES

**Availability Forms and Confirming Participation:** Producers send in a weekly Availability Form confirm their participation at the time they send in the fax for those markets they are at that week. If your product is available for several months and it does not change from week to week, **you must call in on Monday by 10 am** (415-472-6100 x 111) and inform Leah Smith that you are participating that week and which days (Thurs or Sunday). If you do not call, we will not include you on the Order Form that week.

**Refunds:** If a product is of poor quality (rotten, dried out, etc.) and the customer does not accept a portion of the delivery, you will need to refund the funds, if they have already been dispensed, or you will not get paid and the product will be returned.

**Frozen Products:** If you are selling something that needs to be frozen, you will need to pack it yourself in a cooler to maintain the product at the appropriate temperature according to food safety standards.

**Rain Day/Cancellations:** If you have sent in your Availability Form or called in to confirm your participation in the program on Monday of that week, you have confirmed your participation and will be expected to deliver the products ordered rain or shine. Cancellations may only be done no later than Monday morning at 10 am for that week.