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QUESTION NOT ANSWERED HERE?

call 845-485-9885

GUIDELINES FOR ORDERING

Sprout Creek Farm makes every effort to maintain the quality of our fine products. We are sure you will be delighted with your selections. Please inspect your package immediately upon receipt. If there is any problem with your order, please contact us within 24 hours of receipt. Credit will not be granted if unsatisfactory items are discarded or consumed.

ORDERS

Orders can be placed 24 hours a day, seven days a week via our web site. Telephone orders can be placed any day of the week at any time. If you leave a message, we will contact you that day or the next. Email cheese@sproutcreekfarm.org and we will contact you that day or the next.

Sprout Creek Farm accepts the following credit cards: Mastercard, Visa, American Express, and Discover. Cash, checks or money orders and not accepted. All prices are subject to change without notice. Retail prices do not reflect the cost of delivery. We do not ship C.O.D. Sales taxes will automatically be added to any applicable purchase.

More questions about **Orders**? Call the market at 845-485-9885.

SHIPPING AND DELIVERY

It takes 24 hours to receive and process your order. Due to the perishable nature of our product, we ship our orders to spend two days or less traveling. Orders to Zone 1 are shipped UPS Ground. Orders to Zones 2, 3 and 4 are shipped UPS 2 Day Air. Orders to Zone 1 placed before 3PM will be automatically shipped the following business day, Monday-Thursday. Orders to Zones 2, 3 or 4 placed before 3PM will be automatically shipped the following business day, Monday-Wednesday. Please note we cannot ship for a Saturday or Sunday delivery, and we do not ship on Saturday or Sunday.

The following chart reflects current shipping rates:

<u>Merchandise Purchased</u>	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	<u>Zone 4</u>
\$0 - \$89.99	\$14.99	\$54.99	\$59.99	\$64.99
\$90 - \$149.99	\$15.99	\$70.99	\$79.99	\$84.99
\$150 - \$199.99	\$18.99	\$84.99	\$94.99	\$99.99
\$200 - \$249.99	\$21.99	\$99.99	\$109.99	\$119.99
\$250 +	Please call the Market at (845) 485-9885			

Zone 1:

CT, DE, DC, IL, IN, KY, MD, ME, MA, MI, NH, NJ, NY, NC, OH, PA, RI, SC, VT, VA, WV

Zone 2:

AL, FL, GA, IA, KS, MN, MO, TN, WI

Zone 3:

AK, AR, LA, MS, NE, ND, OK, SD

Zone 4:

AZ, CA, CO, HI, ID, MT, NM, NV, OR, TX, UT, WA, WY

Please note that **all cheese orders placed on Thursday will ship Monday unless Saturday Delivery is selected for an additional charge.** We cannot ship on Saturday or Sunday.

If desired, you can select a future ship date during the checkout process. Please note that if you select a ship date for your order during checkout, it will not apply to Cheese of the Month purchases or class enrollment!

During December and other peak periods, we may require several days to process and deliver your order and will inform you of any unusual delays.

We ship all packages with Signature Release. We cannot ship to PO Boxes.

Sprout Creek Farm will not assume responsibility for any incorrect addresses provided to us; delivery, return and re-delivery charges will apply. We strongly recommend that when ordering perishable items, you confirm that the recipient or other responsible party will be available to receive, open and properly store your order. We are unable to replace cheeses that perish due to recipient's being unavailable at the time of delivery. Furthermore, please note that our boxes are clearly marked "perishable" on the outside and we are not responsible for the items received but not opened.

PACKAGING

Your cheeses are packaged in insulated cartons, fitted with gel ice packs and recyclable paper products to ensure quality standards for up to 48 hours.

QUALITY

Please note that to ensure quality, we cut your cheese to order. We will always try to cut the specific amount requested, but it is possible that we might cut slightly more or less. Please understand that this is one of the challenges of offering a handcrafted product and that we will do our best to make sure you are satisfied.

PRODUCT SUBSTITUTIONS

Due to seasonal availability and supply limitations, we may need to substitute items within one of our gift selections to ensure freshness and timely delivery. We will always compose your gift with alternative ingredients of equal or greater quality and value. We may call to consult if the cheese you ordered is truly one of a kind.

PRIVACY & SECURITY

All e-mail addresses and personal information (such as name, address, credit card number, etc.) are transmitted in an encrypted form for your protection. All information is collected for our use only; Sprout Creek Farm protects this information both online and offline.

EDUCATION

Looking to learn about cheese? Join our cheese maker for an interactive, delicious and dynamic **Cheese Maker's Workshop!**

Discover the art and science of making cheese – a complete hands-on experience. Learn about aging cheeses to the desired state of ripeness. Learn how what the animals eat contributes to the flavors and textures of cheese. Our cheese maker will help you pair your favorite cheeses with exciting beverages from wines and champagnes to ciders and beers. Contact us at sproutcreekfarm.org or call 845-485-9885 for reservations, pricing, and additional information.

Class Cancellation Policy - Please note that cancellations must be made more than 24 hours in advance of class time. Credit will be issued towards a future class. Any cancellations within 24 hours of class time are nonrefundable.

GIFTING

This year we are pleased to offer a variety of our exclusive cheese. If you would like, you can also customize your own 3, 5, or 7cheese collection.

GIFT CERTIFICATES

Sprout Creek Farm Cheese gift certificates may be redeemed toward the purchase of any of our cheeses, workshops, and educational programs. Gift certificates must be redeemed over the phone or in person. To redeem yours, please contact 8445-485-9885.

All gift certificates are mailed out via USPS First-Class Mail upon receipt of your order.

GIFT NOTES

A personalized gift note can be included with all of our products at no extra charge. Please be sure to include a short message and your name.

CORPORATE GIFTS

Nothing says "Thank you", "Congratulations", Merry Christmas, or "Happy Holidays" better than a collection of finely crafted cheeses. Our wide selection of chesses matured to optimal ripeness and flavor, is the perfect way to show your clients and employees how much you value them.

Choose from our selection of cheese collections, or work with us to customize a program that meets all of your needs. Please contact us for more information.

HOW TO CONTACT US

E-mail - cheese@sproutcreekfarm.org

Phone - 845-485-9885 Fax - 845-454-6158