

## How to Place an Order for Curbside Pickup at the Farriss Farm Warehouse

As an essential business, Farriss Farm remains open. In order to better serve you, we have moved to curbside pickup only. If you would like to place an order, please read through the following:

- 1) **Find out what's available.** Review our [PRODUCT AVAILABILITY LISTS](#) to see what we have this week.
- 2) **Note that our order minimum for curbside pickup is \$35.** Please ensure that your order meets the minimum.
- 3) **Reply to this email to place your order.** Orders will be filled on a first-received basis. The number of orders ahead of yours will affect your pickup time. We will fill your order as quickly as possible. Please note that due to the high volume of orders, there is no guarantee that your order will be ready on a specific day or at a specific time.
- 4) **Watch your email for notifications.** At our earliest opportunity, we will notify you via email to confirm receipt of your order. When your order has been processed and is ready for pickup, we will email you again to let you know when to come.
- 5) **Be prepared to make payment online.** A secure payment link will be emailed to you once your order is filled. Payment must be made before you arrive for pickup. No in-person credit card payments or cash payments will be taken.
- 6) **Make payment promptly.** Any order that is not paid for within 24 hours of our emailing the payment link will be canceled without notification.
- 7) **Determine if our pickup hours work for you.** Once you have received notification that your order is ready for pickup, you may pick up your order at any time during our posted hours, which are as follows:
  - Monday, 1:00 p.m. to 6:00 p.m.
  - Tuesday & Wednesday, by appointment only
  - Thursday, 1:00 p.m. to 6:00 p.m.
  - Friday, 1:00 p.m. to 6:00 p.m.
  - Saturday, 10:00 a.m. to 4:00 p.m.
  - Sunday, 10:00 a.m. to 4:00 p.m.
- 8) **When you arrive for pickup, call or text us at 561-352-6028.** We will bring your order out to you.
- 9) **Review your order.** You are welcome to use our curbside table to review your order and ensure that you have received all items before you depart.

### Help Us Help You

- ✓ Please wait for your pickup email and payment link before you come to the warehouse. In fairness to everyone, we will NOT pull orders out of sequence.
- ✓ When ordering, be as specific as possible. Be sure to tell us the exact item and the amount that you want. If you do not specify, then we will fill your order using our best judgment.
- ✓ Please do not order items that are not on the availability lists. If an item is not listed, then we do not have it.
- ✓ Due to limited supply, some items will sell out quickly. If you are open to any substitutions, you are welcome to specify that when you order.