

# MARKET BAG POLICIES & FAQ

## WHAT IS THE GREAT RIVER MARKET BAG?

The Great River Market Bag is a delicious, seasonal mix of fresh vegetables, herbs and greens grown on one of our certified organic member farms.

Options are as follows:

- A full-season, weekly delivery for 30 weeks (June-December)
- A full-season, every-other-week delivery (15 deliveries during the 30 week season)
- A summer season, weekly delivery for 20 weeks (June-October)
- New! A winter season, weekly delivery for 6 weeks (December-February)
- New customers can sign up for **two-week trials for \$64**. If you choose to continue for the remainder of the season, you'll receive one week of your subscription for free.

A non-organic, Ohio-grown fruit supplement is available, too, from June through October.

## DOES GREAT RIVER ORGANICS HAVE A SUBSCRIBER AND REFUND POLICY?

Yes. By signing up for the Great River Market Bag, you become a shareholder in Great River Organics. In exchange for your investment, you'll receive a share of the farms' harvest.

As a member, you share in both the risk and the reward. Market Bag membership allows you to forge a connection with your food and the farms where it's produced. Your investment is used towards seed and labor that results in your harvest. As such, the Great River Market Bag membership is a season-long commitment.

It is your responsibility to choose (and commit to memory) the date, time and location for pickup of your share. Great River does not replace or issue credit for unclaimed or forgotten shares. If you are unable to finish the season as a member, for whatever reason, you are welcome to reassign your share to another household or donate it to a local food pantry. We can assist you in that process.

Any refunds are processed only after client consultation and are subject to management approval.

## IS THE MARKET BAG ORGANIC?

Yes. The produce found in the Great River Market Bag is grown on one of our certified organic member farms. Our farms are certified organic by an accredited third party administrator of the National Organic Program. Great River member farms do not use synthetic pesticides or herbicides, genetically modified organisms (GMOs), sewage sludge or irradiation. In a nutshell, it's safe and delicious!

That said, you will receive Ohio-sourced, value-added products like honey and maple syrup in your Market Bag from time to time. We will give priority to certified organic products, but they may not always be. Each of these items will be clearly marked. Transparency is one of the core tenets of our business.

Also, please note that we offer a non-organic, Ohio-grown fruit supplement to our members. Your fruit will always be clearly marked and packaged separately from your certified organic produce.

## IS FRUIT INCLUDED IN MY GREAT RIVER MARKET BAG?

We recognize that our subscribers want easy access to locally grown berries, stone fruits and apples. To meet that need, Great River Organics offers a separate, 20-week, non-organic, Ohio-grown fruit supplement.

Due to growing conditions in Ohio, it is very difficult to source certified organic fruit, and therefore your fruit share is not certified organic, and will not be sourced from our member farms. That said, some of our member farms do grow annual fruits like melons and watermelons utilizing organic methods, and those items will be included in your Market Bag when available.

## IS GREAT RIVER ORGANICS A FARMERS' COOPERATIVE?

Yes. We are a farmer-owned, not-for-profit cooperative with a mission: We want local, organic food to be a normal fixture in people's lives—while earning an excellent wage for farmers.

Great River Organics (GRO) is comprised of a group of member farms that share our mission, our values and our ethical and sustainable growing practices. Prior to the growing season, the member farms work closely with our Production Coordinator to determine the Market Bag contents for the 30-week season based on each farm's specialty and soil type.

## WHEN CAN I SIGN UP?

You can sign up at any time. We will close the subscription page when our subscriber limit is reached—so reserve your Market Bag now!

## WHAT IF I'M TRAVELING FOR A WEEK?

We offer two options while traveling:

Surprise someone! Do you have a friend or co-worker that might enjoy a surprise bag of fresh produce? Just arrange it with them ahead of time.

Donate it! Give us a few days notice and we'll find your bag a home with a community pantry program.

Reschedule it! Email us for more details.

## HOW DO I SET UP A NEW DELIVERY SITE?

Contact us! We offer free Market Bag delivery for groups that meet these guidelines:

- 12 or more subscribers
- Primary and secondary coordinators that can help communicate with the subscriber group, and unload and move Market Bags from our delivery van
- Secure delivery location, located within or near the I-270 loop (loading dock is ideal)
- Reliable and air-conditioned location to store Market Bags as people pick them up (refrigeration isn't necessary)

We also encourage coordinators to take the lead in fostering a Market Bag community. Encourage sign-ups, share recipes and facilitate communication and bartering among the pick-up group.

## WHAT IS THE PRIVACY AND SECURITY POLICY FOR GREATRIVERORGANICS.ORG?

Please see the below for information on our privacy and security policies. Your information will not be shared or sold to others. We are committed to protecting your privacy and security.

### *Registration*

Information provided (email address, phone number) is only used to contact you about the products/services on our site in which you have expressed interest.

### *Orders*

We request information from you on our order form. To buy from us, you must provide contact information (like name and address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we'll use this information to contact you.

### *Sharing*

We use an outside credit card processing company to bill users for goods and services. Farmigo does not retain, share, store or use personally identifiable information for any secondary purposes beyond filling your order. Your information is processed on a SSL server—the industry standard for secure commerce transactions.

### *Links*

This web site contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

## CHOOSE THE MARKET BAG THAT FITS. THE 2017 SEASON BEGINS JUNE 1. RESERVE YOURS NOW.

**NEW!** We're offering new customers **two-week trials for \$64.**

If you choose to continue for the remainder of the season, you'll receive one week of your subscription for free.

Visit **GREATRIVERORGANICS.ORG** for detailed information, pickup locations and bulk purchases throughout the season!

VEGGIE MARKET BAG	
June-December	December-February
<b>WEEKLY</b> 30 weeks, \$27/wk 20 weeks, \$29/wk	<b>WEEKLY</b> 6 weeks, \$29/wk
<b>EVERY OTHER WEEK</b> 15 weeks, \$29/wk	
FRUIT MARKET BAG (non-organic)	
June-October	
<b>WEEKLY</b> 20 weeks \$15/wk	<b>EVERY OTHER WEEK</b> 10 weeks, \$18/wk

Our website walks you through the payment process and offers two options for your subscription: a one-time payment option and an installment plan. The one-time payment covers the duration of the season up front, and the payment plan splits that amount into equal payments, processed automatically at set intervals.