



## Penn's Corner Farm Alliance Online Farm Stand Terms and Conditions

By Placing an Online Farm Stand order you are agreeing to our terms and conditions.

1. If you are placing an order through the website (rather than the mobile app) and do not receive a confirmation email within 5 minutes of submitting your final order, your order HAS NOT been submitted correctly. If this is the case please email [farmstand@pennscorner.com](mailto:farmstand@pennscorner.com). Mobile app orders will receive their email confirmation once the order period has closed. Customers are able to add products to their order up until the end of the ordering period.
2. The order period is open each week from Monday at 1pm to Thursday at 2pm. Orders will not be accepted after 2pm on Thursdays. Schedule may vary slightly on weeks that contain holidays.
3. When you place your order you will be asked to enter your credit card information. Your credit card will not be charged until after you pick up your order. The total due might vary from when you placed your order, depending on availability of product and if you ordered any meats or cheeses that need their weights updated. **Please note that your credit card will be charged whether you pick up your order or not.** This is a policy change to help ensure that we collect payment for products ordered. Most of our Farm Stand sites are no longer staffed by an employee, so checks and cash are only accepted when picking up at our Lawrenceville warehouse. We will process payments for orders after you pick up, and by Thursday afternoons each week.
4. Penn's Corner pays the farmer for every order. If you fail to pick up your order, your card will be charged for the items you ordered. Orders that are not picked up will be left at the pickup site and will be available for 24 hours following the end of the pickup window. Please contact [farmstand@pennscorner.com](mailto:farmstand@pennscorner.com) to find out where to retrieve your order. If alternate arrangements are not made, your order will be donated after 24 hours from the end of the pickup window. **If you need to cancel your order, please contact us before the order period closes on Thursday at 2pm.** After the order period closes you will be responsible to pick up and pay for your order.
5. If you ever receive something that you are not satisfied with, please let us know. That way we can pass your comments along to the farmer, and credit your account for the item.

Questions? Contact us at [farmstand@pennscorner.com](mailto:farmstand@pennscorner.com), 724-840-1672

*Last updated on February 6, 2018.*