

General Information

The website is always open for ordering, we close the week on Tuesday's by 10am for your shopping convenience. We go out to the farms on Wednesdays and we deliver every Thursday to your door, 52 weeks a year.

A Few Tips for Ordering on the Website:

- If you are using PayPal for your payment option and you order products with weight changes, the difference or final balance due will need to be paid in cash or check at the time of delivery to avoid another PayPal fee.
- After you complete your order, you will get an immediate response via email that your order is being processed. If you don't, then the order did not go through. Go back and see if you left something out. There are several pages of information that you need to complete before you reach the page that says "Thank You for Your Order."
- If you don't process the order because you wanted to wait to add something, the cart will automatically empty in 23 hours. So, finish the order and if at a later point you think of something else you want to add, just drop us an email (ctffe@me.com) and we will add it to your order for you.

Help us be even more efficient in serving you:

1. If we leave a bag, cold packs, bubble wrap or a cooler with you, **please make sure that we pick it back up from you.** In addition to saving any unneeded expense of replacing these items, we will clean and reuse them.
2. If you are using your own coolers, please check your order each week and ensure that there's adequate cooler space for us to make the delivery. **Nothing stresses out our stellar bunch of drivers more than when there's not enough cooler space available!!**
3. Leave cold packs or ice in your cooler, especially when ordering cheese, meat or fish so they remain cold/frozen until you get home.
4. Baldwin Brook Farm and Fish Family Farm offers milk in glass bottles, it is best if you wash or rinse these out. This is necessary in the hot months as they become rather stinky. There is a \$2 bottle deposit – when you return the bottles, we will credit your CTFE account.

From the Farm to Your Door: Not everything goes as smoothly as intended. Farmers tell us on Wednesday what they "think" they will have on the following week, so we put it up on the store with every intention of delivering it to you. Frequently, there are times when we get to the farm and it is not available anymore. That's when we try to make substitutions or search for it at another farm. I think the name of the game is flexibility. This is not Stop & Shop where you can get a variety of products shipped in from all over the world. We do our best to make adjustments when this happens and if necessary we will try to contact of you by phone or email. It's always a

last minute thing. If necessary, we will cancel the order and credit your account for that item.

All of our meats are frozen, they are frozen after they process the animal. We pick up the frozen meat from the farms that you ordered from, and delivery them to you frozen to ensure freshness and safety.

Fees: We do NOT have any membership fees, you order when you want, what you want and are not required to order every week.

- NO minimum order.
- Delivery fee, see below for the town-by-town fees.

The Quality of the Products: If you have any problem with any of the products we deliver, please contact us immediately. We will contact the vendor so they are aware of the issue, ask them to try to resolve the issue. A credit to your CTFE account could be an option to use at a later time, or maybe we can replace the item in question.

Estimate Time of Delivery: We will communicate with you via email on Wednesday afternoon about your delivery times. We give a one-hour time frame for your convenience.

If someone will NOT be home, please make arrangements to have a container available for your products. In heat or cold, you will need an insulated container/cooler with enough cooler packs to last the duration of your absences. Please leave it in a place that is easily visible to our drivers.

Please provide any information to help us find your house, you can do this in the area provided on the website as you check out called "Special Instructions". Things to include would be: is the number visible from the road, the color of the house or which side of the road it is located on; it will make it easier for the driver. Also let us know if your street is easily located using a GPS, some roads are new and are not available.

Tips are welcomed and appreciated by the drivers, but not required.

The Cooler Exchange Program is the most convenient way to keep your order fresh until you get to it. For a one-time fee of \$20, we will deliver your order safely in a cold-packed cooler. On subsequent orders, simply leave the our cooler out for our delivery person and we will exchange it with another filled with your new farm fresh order. If we don't see you order after 3-4 weeks we might come back and retrieve it. Or if it's in your way and you won't be ordering again for a while, please contact us and we will try pick it up if our routes take us past your home.

Make sure you remove all of your food out of the cooler, check it against the invoice that is included with the order. Return the ice packs to the cooler, no need to refreeze, we come with a new cooler packed with your order. We

have picked up coolers that still have food left in them, so make sure you take all of your food out and give the cooler a quick wipe out.

If you purchased milk in glass bottles, please wash them out, the milk fats stick to the inside of the bottles and makes it very difficult for the farmers to get it out. In the summer months the smell is awful.

After you empty the bottle, add a little white vinegar and warm water to the bottle and swish it around, and it removes the milk fat.

Adjusted Balances Due: If your order includes products that are priced per pound, (meats, some cheeses and vegetables) you are charged initially for one pound, we will adjust the invoice according to the weight of those products once we return from the farm. As you know, it is not likely that a piece of meat or cheese can be cut to exactly a pound and vegetables don't grow to exactly one pound either. We will adjust the weight and it will be reflected in that final invoice which is emailed to you on Wednesday afternoon. We also leave a copy of the invoice with your order.

Final Balance Due: The final balance due over \$10 will be placed on the credit card you used to purchase the original order, we send an email to let you know that the balance is cleared. We do not recharge your card if the balance due is less than \$10, in that case we ask that you pay with cash or a check to our driver upon delivery. We appreciate resolving this on delivery day, otherwise our staff will need to keep records and try to collect the balance at your next order.

Credit Due: If you have a credit due from us, you will find it when you go to check out on your next order. Look at the top of the page as you are checking out, where the credit card choice is made, "account credit" with a dollar amount, select this option and take your credit first, then it will ask for the credit card information. These instructions are included in the email we will send you letting you know your credit is available.

Delivery charges:

Delivery charges are a must to cover the high cost of fuel, our time and vehicle maintenance. They allow us to deliver great local artisanal and farm fresh products at the lowest possible pricing. To be fair to all our valued customers, we have created a scalable delivery charge based on mileage from CTFE headquarters in East Haddam. If you do not see your town listed, it does not mean that we don't deliver there; we just have not had a request for delivery to that area yet. Call us and we will add it to the list if it is possible.

\$0.00 pickup at CTFE - East Haddam

\$6.00 zip code place

06423 East Haddam 06469 Moodus

\$7.00 zip code place

06412 Chester 06438 Haddam 06439 Hadlyme 06441 Higganum 06420 Salem

\$8.00 zip code place

06409 Centerbrook 06414 Cobalt

06415 Colchester 06417 Deep River 06424 East Hampton 06333 East Lyme 06426 Essex

06442 Ivoryton

06419 Killingworth 06456 Middle Haddam 06459 Middletown 06457 Middletown 06371 Old Lyme

\$15.00 zip code place

06410 Cheshire

06237 Columbia

06128 East Hartford 06118 East Hartford 06108 EastHartford 06110 Elmwood

06335 Gales Ferry 06340 Groton

06514 Hamden, 06517 Hamden, 06518 Hamden

06103 Hartford, 06105 Hartford, 06106 Hartford, 06112 Hartford, 06114 Hartford, 06120 Hartford

06338 Ledyard, 06339 Ledyard

06330 Lisbon

06040 Manchester 06042 Manchester

06355 Mystic

06359 North Stonington 06365 Preston

06489 Southington 06378 Stonington

06380 Taftville 06107 West Hartford

\$9.00 zip code place

06413 Clinton 06422 Durham 06248 Hebron 06443 Madison 06447 Marlborough 06455

Middlefield 06320 New London 06357 Niantic 06475 Old Saybrook 06480 Portland 06375 Quaker Hill 06481 Rockfall 06376 South Lyme 06385 Waterford 06498 Westbrook

\$15.00 zip code place

06117 West Hartford 06119 West Hartford

\$10.00 zip code place

06231 Amston 06232 Andover 06043 Bolton 06334 Bozrah 06045 Branford 06416 Cromwell

06254 Franklin 06336 Gilman 06033 Glastonbury 06437 Guilford 06249 Lebanon 06353 Montville

06111 Newington

06471 North Branford 06360 Norwich

06370 Oakdale

06067 Rocky Hill

06073 South Glastonbury 06382 Uncasville

06109 Wethersfield 06389 Yantic

\$13.00 zip code place

06037 Berlin

06513 East Haven 06450 Meriden 06451 Meriden 06051 New Britain 06052 New Britain 06053

New Britain 06473 North Haven 06492 Wallingford

\$16.00 zip code place

06001 Avon

06524 Bethany 06604 Bridgeport 06605 Bridgeport 06606 Bridgeport 06608 Bridgeport 06610

Bridgeport 06010 Bristol

06011 Bristol 06238 Coventry 06820 Darien 06023 East Berlin 06512 East Haven 06612 Easton

06824 Fairfield 06825 Fairfield 06032 Farmington 06460 Milford 06461 Milford 06467 Milldale

06840 New Canaan 06510 New Haven 06511 New Haven 06515 New Haven 06519 New Haven

06472 Northford 06850 Norwalk 06851 Norwalk 06853 Norwalk 06854 Norwalk 06855 Norwalk

06856 Norwalk 06477 Orange 06379 Pawcatuck 06062 Plainville 06479 Plantsville 06490

Southport 06614 Stratford 06611 Trumbull 06085 Unionville 06066 Vernon 06089 Weatogue
06516 West Haven 06883 Weston 06880 Westport 06716 Wolcott 06525 Woodbridge

\$17.00 zip code place

06401 Ansonia 06403 Beacon Falls 06002 Bloomfield 06016 Broadbrook 06418 Derby
06484 Huntington 06444 Marion
06468 Monroe
06478 Oxford
06712 Prospect 06483 Seymour 06484 Shelton
06070 Simsbury 06074 South Windsor 06901 Stamford 06902 Stamford 06903 Stamford 06905
Stamford 06906 Stamford 06907 Stamford 06910 Stamford 06081 Tariffville 06092 West
Simsbury 06897 Wilton
06095 Windsor 06006 Windsor

\$18.00 zip code place

06762 Middlebury 06749 Middlebury 06770 Naugauck 06702 Waterbury 06704 Waterbury 06705
Waterbury 06706 Waterbury 06710 Waterbury 06708 Waterbury

\$19.00 zip code place

06234 Brooklyn 06013 Burlington 06331 Canterbury 06019 Canton 06235 Chaplin 06022
Collinsville 06807 Cos Cob 06239 Danielson 06026 East Granby 06088 East Windsor 06242
Eastford 06029 Ellington 06035 Granby 06351 Griswold 06247 Hampton 06791 Harwinton 06250
Mansfield 06354 Moosup 06059 North Canton 06374 Plainfield 06878 Riverside 06264 Scotland
06488 Southbury 06377 Sterling 06268 Storrs
06280 Suffield
06084 Tolland
06790 Torrington 06384 Voluntown 06090 West Granby 06226 Willimantic 06279 Willington
06096 Windsor Locks

\$20.00 zip code place

06801 Bethel
06752 Bridgewater 06804 Brookfield 06810 Danbury
06811 Danbury
06082 Enfield
06829 Georgetown 06830 Greenwich 06831 Greenwich 06241 Killingly
06812 New Fairfield 06057 New Hartford 06776 New Milford 06777 New Preston 06470
Newtown 06060 North Granby 06870 Old Greenwich 06260 Putnum
06896 Redding
06877 Ridgefield 06783 Roxbury
06482 Sandy Hook 06784 Sherman
06071 Somers
06072 Somersville 06785 South Kent 06075 Stafford
06076 Stafford Springs 06078 Suffield
06277 Thompson 06093 West Suffield 06798 Woodbury 06281 Woodstock

\$25.00 zip code place

06241 Dayville
06777 New Preston