



# Frequently Asked Questions for consumers

## **How do I get Farmzie?**

If you're a consumer, create an account and start browsing farms near you. We currently do not have a Consumer app available; however, you can easily browse Farmzie.com on your mobile phone, tablet, or computer.

## **Who can use Farmzie?**

- Farmers
- Consumers
- Farmers Markets
- Restaurants / Chefs
- Grocery Chains
- Distributors
- Non-Profits, Organizations, Churches, Neighborhoods

## **How much does Farmzie cost?**

If you're a Consumer, we charge a 5% + \$0.30 fee on all orders.

## **Why does Farmzie charge a convenience fee?**

Simple. We cover all the transaction costs for the farmer so they can worry about producing great food without worrying about business principles. If we want to bring fresh, local food into our communities, we need to support our local farmers. By eliminating transaction costs for them, they can focus on growing high quality food and we can keep our money local. In fact, we initially got into this business by attempting to rebuild local economies through farming!

# Frequently Asked Questions for consumers continued...



## **How do I get my order?**

You'll have the choice of picking your order up from locations near you. Simply bring a copy of your receipt - you can print it or have it ready on your smartphone. You *\*must\** bring a copy of your receipt or the farmer may not be able to finalize the transaction.

## **How do I pick-up my order?**

You must take a copy of your Farmzie order confirmation receipt. You can print the receipt or use the email copy on your smart phone or tablet. Simply tell the Farmer you're here for your Farmzie order and show them the receipt. The Farmer will scan your barcode and then ask you to sign, completing your order.

## **Can I add an item to an existing order?**

While you can't add items to an existing order, you can purchase additional items at the time of pick-up using your Credit Card.

## **Can someone else pick up my order?**

Yes. Simply forward them a copy of the receipt. They *\*must\** bring a copy of your receipt with them. Receipts can be printed or shown using your mobile phone.

## **What if I'm not satisfied with my order?**

Since you pay the convenience fee, you reserve the right to reject any item in the event that you're not satisfied with the freshness, quality, or if the description did not match the product. You have 24 hours to dispute the order, and this can be done by logging into your Account, going to Orders, and then clicking Dispute Order.

## **What if I don't get my product?**

Farmzie guarantees the order. If the Farmer doesn't fulfill your order, you get your money back! We take the risk out of the transaction.

## **How do I ask a Farmer a question?**

Do you have a question for a farmer? Simply instant message them by visiting their farm profile. You can access your Instant Messages by clicking the 'My Account' tab.



# Frequently Asked Questions for consumers continued...



## **Do you have an App for Consumers?**

While we do not yet have an app for consumers, we've designed the Farmzie online catalog to work easily with smart phones and tablets. Just visit [www.farmzie.com](http://www.farmzie.com) from any device.

## **Why should I use Farmzie?**

Take a fresh and healthy outlook on life by consuming fresh, local food. Cultivate a relationship with your local farming community while supporting your local economy. Farmzie is the most convenient way to browse and shop local farms. You're not just supporting Farmzie, you're supporting the local food movement.

## **How can I help the cause?**

The concept behind Farmzie won't work unless we can reach scale. This means we need lots of Farmers to sign up and upload their inventory. Then, we need lots of consumers to sign up!

Below are a few ways to help:

1. Like and share us on Facebook and on other social media platforms.
2. Ask your local farmers to get on-board.
3. Tell your friends they can buy local, fresh food online using Farmzie.
4. Volunteer (request information: <http://about.farmzie.com/volunteer>)
5. Apply for an Internship (<http://about.farmzie.com/jobs>)
6. Write a blog entry or story about us.

## **How do I ask for help?**

Contact us by visiting <http://about.farmzie.com/about>





SUPPORT

ADVICE

GUIDANCE



## Contact & Support

Farmzie is here to help you every step of the way.  
To contact us please use one of the methods below:

**Best way:** Submit an inquiry through our web site:  
<http://about.farmzie.com/support>

**Email us at:** [info@farmzie.com](mailto:info@farmzie.com)

**Call us at:** (877) 804-FARM (3276)

