

Expectations for Institutional Customers Participating in STJ ALFA Online Farmers' Market

Each Institutional Customer is expected to:

- Agree to meet Expectations described here
- Choose your vendors
 - Customers order directly from local farms and producers – customers choose where their products come from. Customers are encouraged to take the time to explore each vendor on “Meet our Farmers” or to contact the producers directly. Each invoice will verify which producer each product comes from.
 - STJ ALFA never owns product (STJ ALFA only provides marketing, distribution, coordination, and intermediation services) and only transports food over short times and distances
 - Individual vendors are liable for deficiencies in the quality and freshness of their products
 - Problems with product quality or damage rarely occur and are resolved on a case by case basis. If there is a problem, customers should report it to the STJ ALFA market coordinator or the producer as soon as possible.
- Order online before the order deadline
 - Order deadline is generally at 11PM two days before delivery day
 - This allows the producers to custom harvest or prepare their products and have them ready for pickup
 - Customers can view inventory and prices and order any time for five days before the order deadline. Please double check your basket contents and chosen delivery point before placing your order. Special requests, questions or instructions can be added with each order.
 - For example: for pickup on Saturday, ordering opens at 11PM on the previous Saturday and the ordering deadline is at 11PM on Thursday.
 - Make timely payments:
 - Terms of “Net 30 Days” must be strictly observed
 - Late payments will result in penalty interest payments and/or removal from the authorized institutional customers list
- Accept delivery within our local area
 - Request prior authorization by the market coordinator
 - To set up accounts and enable “Net 30 Days” payments
 - To arrange pickup or possible delivery
 - Be responsible for pickup from the designated delivery point during the designated pickup time
 - For delivery direct to your institution
 - Be responsible for accepting delivery during designated times
 - Include any needed detailed delivery instructions
 - Be responsible for meeting your average minimum order
 - The minimum order is determined by the market coordinator
 - The minimum order is based on your location in relation to the existing delivery route