



Chickadee Creek Farm Online Ordering Instructions and Link (MUST read if you haven't ordered with us or you keep having problems)

-There are many different pick up sites. Please be careful that you select the correct one at checkout. Open your order confirmation email to make sure you did, and email us promptly if you need the site changed. (chickadeecreekfarm@gmail.com)

-There are ordering deadlines because we need time to harvest the crops and laboriously pack them up for you. Each pick-up site has its specific deadline, and you should take note of that for your site.

-Ordering is closed after each market's deadline, until the following week on Tuesday night when our newsletter is sent out.

-If you don't get an order confirmation by email, it means your order did not go through. There is a blue 'place order' button that you have to click.

-If you do not see a pick-up date available for the pick-up site you are interested in, it means **either** there is not a pickup at that location for that week **OR** that ordering has not opened yet. Ordering opens on Tuesday night when our newsletter is sent out.

-If a product is not listed, either we did not have it or it has already sold out. Early spring does typically have produce shortages.

-Different pick-up sites have different rules. Your confirmation should detail them.

-If you are a **CSA MEMBER aka FARM MEMBER** you will be able to register for the site(if you have not already) with the same email address you used to sign up for the CSA (the address the weekly email goes to) and not have to pay when you check out. Your invoice/confirmation email will say unpaid, due in 30 days, and you should ignore that. Your invoice amount will be deducted from your account, and your balance update email will still be this email each week.

-CSA MEMBERS: If you've ordered before, just login and go. If it is your first time using Local Line: please register with the email address you receive your weekly farm emails to.

When registering for your account and creating an 'Account Name' use this format: "last name, first name" as your account name, please! If you do not you'll be hearing from me :) If the store asks for your credit card at checkout, please email us promptly so we can fix it.

None of our markets this week will have a traditional market set-up for you to select veggies. Everyone (farm members and non-farm members) must pre-order from [this website](https://www.localline.ca/chickadeecreekfarm). <https://www.localline.ca/chickadeecreekfarm>. Thank you for reading!

TAKE CARE TO SELECT THE CORRECT PICK UP SITE!