

**Farm to Fork**  
**Local Food Delivery Program**  
**POLICIES AND PRACTICES**



### **Summary of Our Delivery Program**

We source fresh and local food from the farmers of Marin Farmers Markets (MFM) who choose to participate in Marin Agricultural Institute's (MAI) Farm to Fork program. Our products include organic, conventional, no spray, natural and transitional items from on average within a 150 mile radius.

We deliver direct on Thursday and Monday – in conjunction with farmers' market days.

We offer the freshest, locally and sustainably grown diverse variety of products available in Marin ranging from fruits and vegetables to breads, sauces, oils, honey, jams & more.

### **Meet Our Team**

MAI's Distribution Team:

Leah Smith (leah@marinagriculturalinstitute.org) – Outreach and Customer Relations

Brad Burger (brad@marinfarmersmarkets.org) – Delivery and Logistics

Matt Toy (matt@marinfarmersmarkets.org) – Delivery, Logistics, Order Communication

Nessia Berner (nessia@marinfarmersmarkets.org) – Farmer Order Communication

Tanya Small (tanya@marinfarmersmarkets.org) – Accounts Payable & Receivable

Executive Director – Brigitte Moran (brigitte@marinagriculturalinstitute.org)

### **How to Contact Us**

**Marin Agricultural Institute** – 76 San Pablo Avenue, Ste. 200, San Rafael, CA 94903

Phone: 415-472-6100; Fax: 415-472-6104

Website: [www.marinagriculturalinstitute.org](http://www.marinagriculturalinstitute.org)

### **Pricing and Availability**

Generally, the farmers set the price and the customers give us their feedback. We pass that feedback onto the farmers. Let us know if you want a certain product and we will see if we can source it for you. We have access to 200 producers through our markets, not all of whom are yet represented on the order form.

Price changes are generally avoided. However, if a product runs out at a certain farm with a set price and you have ordered a certain product, we may offer you that product from another farm at a different price. We will communicate with you if there is a potential price change for any reason and confirm that price with you before placing the order if the difference is greater than \$5.

If you wish to place an order in a smaller quantity than is offered by the farmer, we may or may not be able to accommodate this special order. A smaller volume order may have

a higher per unit cost. We will communicate with you if there is a potential price change for any reason and confirm that price with you before placing the order.

### Schedule for Ordering and Delivery

Market Day	Order Form Available	Place Orders By	Delivery Made By
Thursday Civic Center	Monday, 1 PM	Tuesday, 1 PM	Thursday, 8 AM - 4 PM
Sunday Civic Center	Wednesday, 1 PM	Thursday, 1 PM	Monday, 8 AM - 4 PM

### Ordering & Billing

**Order Forms** for the week are **made available on Monday at 1 pm for Thursday delivery** and on **Wednesday at 1 pm for Monday delivery**.

Orders are placed **Tuesday by 1 pm for Thursday delivery & Thursday by 1 pm for Monday Delivery**.

Invoices are sent weekly within a few days following the delivery.

New customers may try the program for two weeks with no minimum order. After that, there will be an order minimum of \$200. The cost to run the program will not allow us to do small orders on an ongoing basis. Non-profits or educational programs should speak with us about your needs.

### Delivery

**Deliveries** are made between **8:00 am & 4:00 pm on Thursday & Monday**.

Deliveries must be accepted by a designated person and signed for. If the designated person is not present at the time, whoever receives the delivery is conclusively presumed authorized to receive and sign for the delivery. After signing for the delivery, the customer takes possession and is responsible for the safe handling of the product. Returns are not possible after this time. If there is an issue with the quality of the product, this must be addressed at the time of the products receipt.

An **Order Summary** will be included at the time of delivery. MAI will send an **Invoice** to customers after the delivery to insure an accurate bill from which to pay.

### Quality

Our products are the freshest quality products that are farm fresh and grown by meticulous, caring and small to mid scale sustainable farmers. We deliver them directly to you. Therefore there is the smallest amount of time possible between the farm and your kitchen, often less than 48 hours.

### Payments

Payments in the form of a check are made payable to **Marin Agricultural Institute** and mailed to **76 San Pablo Avenue, Ste. 200, San Rafael, CA 94903**. Payment is required when invoice is received through the mail. Customer order summaries you receive at the time of delivery are **not** the final invoice.

### Customer Profile

All customers must have a **Customer Profile** completed and on file with MAI to begin ordering with us.