

Becoming a VegBox Pick-up Point

- What is it about?** Sutton Community Farm runs a weekly VegBox delivery service - a tasty selection of seasonal produce. We link with schools, cafes, pubs, shops and community centres to enable customers to pick up their bag on Thursdays or Fridays.
- Who we are:** Sutton Community Farm is south London's most productive community-owned farm. We are a not-for-profit social enterprise – our mission is to increase access to fresh, healthy, sustainable food and provide a shared space for the community to cultivate skills. We've had over 3,000 volunteers so far...
- What's in it for you:** Many of our pick-up points benefit from free additional advertising, good PR and increased sales, as customers buy other things when they pick up their bag. We often collaborate with our pick-up points to promote events and activities they are running through our network of customers.
- Our guarantee:**
- We can help you provide space to store the bags
 - We manage all payments and customer communications
 - If VegBoxes are not collected by a specified time, agreed upon by you and us (e.g. closing time on Saturdays) you get to keep the veg.

Frequently Asked Questions

What's the minimum number of customers per pick-up point?

At least **5 customers** per week (depending on your location and proximity to our existing route), otherwise it's not viable for us to make the trip.

When & what do we deliver?

We deliver on a Thursday or Friday, and we ask for you to be flexible with this in case we need to make changes to our logistics as we grow and expand. Our experienced drivers hand over the bags to you, each labelled with the customer's name for easy identification upon collection.

What about storage?

A clean, cool and dry area for food storage is required. We can work with you to create this storage area if you don't already have suitable space.

Do you handle orders and payments?

All our customers order and pay in advance so you won't have to handle any payments. We deal with all the communications and customer service too, so all you have to do is accept delivery of the VegBoxes and hand them over to customers when they collect.

What if a customer doesn't collect their VegBox?

We hate to see the veg go to waste, so if a customer fails to collect their VegBox by close of business on Saturday, you are free to take the VegBox and put it to good use, but please inform us of the customer's name so that we can follow up as to why they haven't collected.

You can email vegbox@suttoncommunityfarm.org.uk or call the farm phone, **07722 156 097**.