

## Becoming a VegBox Pick-up Point

- What is it about?** Sutton Community Farm runs a weekly VegBox delivery service - a tasty selection of organic seasonal produce. We link with schools, cafes, pubs, shops and community centres to enable customers to pick up their bag, reducing food miles.
- 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 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?

Usually at least 4 customers per week (depending on your proximity to our existing route), otherwise it's not viable for us to make the trip, but we can be flexible and put a cap on the number of bags your premises can accept.

### When & what do we deliver?

We deliver on Thursdays and Fridays and we'll assign you to a specific day, but 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.

### 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 (if it's not possible for them to access the bags themselves).

### 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 [sarah@suttoncommunityfarm.org.uk](mailto:sarah@suttoncommunityfarm.org.uk) or call the farm phone, 07722 156 097.