

FAQ



WHAT IS 'IMPERFECT' PRODUCE?

Nature is not a pack of straight carrots. When has mother nature ever been so predictable?!

We define 'imperfect' as anything that is knocked back by the supermarkets. Usually, these products are rejected for trivial reasons, like size, shape, and colour. However, we also take produce in when there is excess market supply.

This might mean a few marks on your capsicum, a bendy carrot or some big potatoes. But nothing too crazy. After all, it's just fruit and vegetables.

HOW DOES IT WORK?

Use our product selector, and pick your size, weekly or fortnightly frequency and don't forget to add your pantry items. Your box will be available for collection at school pickup on Wednesday each week from the St Augustine's Primary School's Administration Area.

Then leave it to us to work with our aussie farmers to pick the freshest produce around. We'll just send a reminder to you to collect your box at school pickup.

WHAT IF I FORGET TO OR CANNOT PICK UP MY BOX?

If you do not collect your box you will be sent another reminder to do so the next day. Any uncollected boxes after this time will be considered a donation to St Augustine's Kitchen Garden Program.

You are able to pause your collection up until 9am the day of your set day. However, we understand that school days can be unpredictable so please contact our support team at support@farmerspicks.com.au for any issues relating to the collection of your box on the day.

Another option is to have a fellow parent collect the box for you.





CAN I HAVE IT DELIVERED TO MY HOME?

Unfortunately we are unable to deliver your box to your home on a regular basis. To be able to pass on a per box donation to the school, this relies on the school being a collection point for your order.

WHAT HAPPENS DURING SCHOOL HOLIDAYS?

Over school holidays you have the option of redirecting your subscription to your home address, however these deliveries will not contribute to the school's fundraising.

To redirect your deliveries you can update your home address in the customer portal and they will automatically be sent to your home. Once updated, orders will be sent to your home address over every holiday period unless paused or cancelled.

If you do not update your home address through the customer portal, your subscription will automatically pause at the start of the school holiday period and then resume from week 1. If you've been receiving your deliveries at home over the holiday period they will switch back to school pickup from the first week of term.

HOW DO I KNOW WHICH BOX IS RIGHT FOR ME?

Our plan options are based on 'standard' fruit and vegetables eaters. Simply select the amount of eaters and your preferences. The images displayed are indicative of your selection.

For those who eat plant-based or are heavy meat eaters, these recommendations may not stack up. Not to worry! The selection for your next box can be changed at any time by logging on at portal.farmerspicks.com.au/login.

IS THERE A CUT-OFF DATE TO ORDER MY FIRST BOX?

To receive your first box in the same week, subscriptions must be started by 10am two days before your school's chosen delivery day.



CAN I CHANGE MY SUBSCRIPTION?

The power is yours! If you need to make any changes to your future subscription, just jump into our portal at portal.farmerspicks.com.au/login.

From here, you can manage your subscription, add new items from The Pantry and much more.

I CAN'T LOGIN?

If your One Time Password is not working, please send an email to support@farmerspick.com.au with your phone number.

CAN I CHOOSE WHAT'S IN MY BOX?

We fill our boxes with seasonal produce to ensure you're getting the freshest veggies in town. However, if there is something you don't want or are allergic to, put this in the 'Unwanted Products' section during checkout. If your allergies exceed the limit of exclusion, please contact our support team so we can assist.

Existing customers can access this through logging in at portal.farmerspick.com.au/login

I HAVE ALLERGIES, CAN I CUSTOMISE MY BOX?

We are aware that many customers may have allergic reactions to some foods. At this time, we are able to honour omissions from individual boxes. However, we cannot guarantee that products do not come in contact with other allergens through the packing process. We recommend that customers with life-threatening allergies sign up for our email newsletter so we can advise when we are able to guarantee total exclusions of allergens.



CAN I PAUSE MY SUBSCRIPTION?

Absolutely, whether you are going on holiday, or the fridge is already full of veggies, pausing is always an option.

Login to the portal and select the 'pause subscription' option and the week that you would like to resume.

Please note that pausing will apply to your next billing cycle. Orders are billed on Friday for delivery the following week. If you have a current order due for delivery you will have to contact customer support to pause at support@farmerspick.com.au.

HOW CAN I CANCEL MY SUBSCRIPTION?

Hopefully, you love your weird and wonderful veggies so much that you'll never want to cancel! Realistically, we know life happens. Cancelling is easy. Login via the portal.

Please note, cancellations must be processed before your next billing cycle. If not, the cancellation will be effective the following billing cycle. Subscriptions are renewed on Friday for delivery the following week.