

Two Onion Farm

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Delivery Cancellations and Reschedules

If you cannot pick up your vegetables on a scheduled delivery day, we encourage you to find a friend to pick up your vegetables for you. Please be sure to give our pickup instructions to your friend.

You may also cancel up to three deliveries per year and in their place schedule makeup deliveries. Each time you cancel and reschedule, you can choose between three ways to receive your makeup delivery:

- (1) A makeup delivery can be an extra box in another scheduled delivery week. E.g., a weekly member, with deliveries scheduled in every week of the season, could cancel their week 1 delivery and instead receive two boxes in week 2.
- (2) If you are a biweekly member, a makeup delivery can also be a box in a week in which you are not otherwise scheduled to receive a delivery. E.g., if you are scheduled to receive deliveries in weeks 1, 3, 5, etc., you could cancel your week 1 delivery and reschedule it for week 4.
- (3) If you are a member for only the summer or autumn delivery season, you may also receive a makeup delivery in the season for which you are not enrolled. E.g., if you signed up only for the summer season (6/13 – 9/4), you could cancel one of your summer deliveries and reschedule it for a week in the autumn season (9/5 – 10/30).

You can cancel a delivery in any week. In rare cases, we may need to limit the weeks in which you can choose to receive a makeup delivery.

All cancellations and reschedules must be made at least 3 days before the affected deliveries. To cancel or reschedule, contact us by phone or email. We will respond to confirm your cancellation or reschedule within 24 hours. If you do not hear from us in 24 hours, please contact us again to make sure that your message reached us.