



We're so glad you're part of our Seasonal Roots community, and we hope you've been enjoying our fresh, local produce so far. Until your next delivery, you can find some helpful tips, answers to FAQs, and more below!



HOW TO UPDATE YOUR DELIVERY INSTRUCTIONS

It's easy to update your delivery address or provide more detailed instructions for your delivery. Simply sign in to your account, and hover over the purple gear icon in the upper right corner. Next, click on "Account", and follow the instructions to request an address change or to add delivery instructions. For example, you can request that your Market Manager texts you once your basket has been delivered, or you can request that your basket be placed on your back porch instead of your front step.

HOW TO SKIP A DELIVERY

Maybe you're going out of town, or maybe you have enough food for the week and simply don't need a basket. Not a problem! **Here's how you can skip your weekly order easily (and with no penalty):**

-The weekend before your delivery, sign in to your account (must be before the market closes on Sunday at 11:59 pm). Scroll down to the bottom of the main order

screen, click on "Skip This Week", and follow instructions.

-If you know further ahead of time when you'd like to skip an order, sign in to your account at any time, and hover over the purple gear icon in the upper right corner. In the drop down menu, click on "Delivery Preferences", and follow instructions.

After you skip your order, be sure to check your email for confirmation. If you don't receive a confirmation email, please contact us at support@seasonalroots.com.



QUALITY CONTROL

Our Seasonal Roots team takes your satisfaction seriously, and we triple check each item before it reaches you. However, if for any reason you are unsatisfied with one of your items, please let us know so that we can correct the situation as quickly as possible.

Here's how to report an unsatisfactory item:

-The next time you place an order, click "Save and Review My Order", and scroll to the bottom of the page. Click on "Report Issue With Last Order", then follow the instructions. Be sure to click on "Submit Issue" when you're finished.

-If you'd prefer to report it right away, simply sign in to your account, and hover over the purple icon gear in the upper right corner. From the drop down menu, select "Report An Issue", then follow the same instructions as above.

-Be sure to report the issue by 11:59 pm on Sunday while the market is still open.

-You can monitor the status of any reported issue by signing in to your account, going to the "Report An Issue" page, and scrolling down. The status will either be "Reported", "Created", or "Replaced" (once the order is processed).

How replacements work:

-If the item being replaced was one of your basket choices, we will replace it free of charge.

-If the same item isn't available the next time you order, we will replace it with something similar. (Note: If we do not receive an item that we were expecting, we will also substitute it with something similar, e.g. yellow squash instead of zucchini).

-If the item being replaced was an Extra item that you added to your basket, we will issue you a credit.



LET'S BE FRIENDS!

We love to see how you're using and enjoying your Seasonal Roots basket items. Feel free to tag us on Facebook at [@seasonalroots](https://www.facebook.com/seasonalroots) or Instagram at [@seasonal_roots](https://www.instagram.com/seasonal_roots).

