

General Information

The website is open on Thursday afternoons and remains open until Tuesday 7 am for your shopping convenience. We go out to the farms on Wednesdays and we deliver every Thursday to your door, 52 weeks a year.

From the Farm to Your Door: Not everything goes as smoothly as intended. Farmers tell us on Wednesday what they "think" they will have on the following week, so we put it up on the store with every intention of delivering it to you. Frequently, there are times when we get to the farm and it is not available anymore. That's when I have to make substitutions or search for it at another farm. I think the name of the game is flexibility. This is not Stop & Shop where you can get a variety of products shipped in from all over the world. We do our best to make adjustments when this happens and if necessary we will try to get ahold of you by phone. It's always a last minute thing.

Fees: We do not have any membership fees, you order when you want, what you want and are not required to order every week.

- \$30 minimum order.
- Delivery fee, see attached document for the town-by-town fees.
- Farm Pick-up Fee: \$.35 per farm for a pick-up fee. If you choose to order from 5 farms it would be $5 \times \$.35 = \1.75 .
- There is also a \$2 pick-up fee associated with ordering from Butcher's Best and Four Mile River Farm. This fee is applied because we are not allowed to buy their products wholesale; the USDA restricts that. You are purchasing directly from them at their retail rate. As the animal is processed at a USDA inspected facility, they do their own butchering at their own facility, which is inspected periodically, as required by law.

The Quality of the Products: If you have any problem with any of the products we deliver, please contact us and we will credit you or replace the item in question.

Estimate Time of Delivery: We will communicate with you via email on Wednesday afternoon about your delivery times. We give a one-hour time frame for your convenience. If someone will NOT be home please let us know what arrangements have been made to contain your products. In heat or cold you will need an insulated container with enough cooler packs to last the duration of your absences. Please leave it in a place that is easily visible to our drivers. If you can offer any information to help us find your house, ie: is the number visible from the road, the color or which side of the road it is located; it will make it easier for the driver. Also let us know if your street is easily located using a GPS, some roads are new and are not available. Tips are welcomed and appreciated by the drivers, but not required.

The Cooler Exchange Program is the most convenient way to keep your order fresh until you get to it. For a one-time fee of \$20, we will deliver your order safely in a cold-packed cooler. On subsequent orders simply leave the empty cooler out for our delivery person with the ice packs and bubble wrap intact, and we will exchange it with another filled with your farm fresh order. If you could wipe out the inside it helps us keep them fresh. We have picked up coolers that still have food left in them, so make sure you take all your food out and give them a quick wipe out.

Adjusted Balances Due: If your order includes products that are priced per pound, meats, some cheeses or vegetables, you are charged initially for one pound, we will adjust the invoice according to the weight of those products once we return from the farm. As you know it is not likely that a piece of meat or cheese can be cut to exactly a pound and vegetables don't grow to exactly one pound either. We will adjust the weight and it will be reflected in that final invoice which is emailed to you. We also leave one with your order.

Final Balance Due: The final balance due will be placed on the credit card you used to purchase the original order. If you are using PayPal, we would prefer to get the balance due upon delivery, cash or check is fine. You could also decide to use the option of "send money" through your PayPal account to ours at (ctffe1@me.com). There is a PayPal fee associated with this option which we would like to avoid if possible.

Credit Due: If you have a credit due from us you will find it when you go to check out on your next order. Look at the top of the page as you are checking out, there will be a "points redemption" with a dollar amount available. If you click on it, it will deduct that amount from the total due before you put your credit card information into the system.

Some tips to help us be even more efficient in serving you:

1. If we leave a bag, cold packs, bubble wrap or a cooler with you, please make sure that we pick it back up from you. In addition to saving any unneeded expense of replacing these items, we will reuse them.
2. If you are using your own coolers please check your order each week and ensure that there's adequate cooler space for us to make the delivery. Nothing stresses out our stellar bunch of drivers more than when there's not enough cooler space available!!
3. Leave cold packs or ice in your cooler, especially when ordering cheese, meat or fish so they remain cold/frozen until you get home.
4. Trinity Farm offers milk in glass bottles, it is best if you wash or rinse these out. This is necessary in the hot months as they become rather stinky.

A Few Tips for Ordering on the Website:

- If you are using PayPal for your payment option and you order products with weight changes, the difference or final balance due will need to be paid in cash or check at the time of delivery to avoid another PayPal fee.
- After you complete your order you will get an immediate response via email that your order is being processed. ***If you don't then the order did not go through.*** Go back and see if you left something out. There are several pages of information that you need to complete before you reach the page that says "Thank You for Your Order."
- If you don't process the order because you wanted to wait to add something, the cart will automatically empty in 23 hours. So, finish the order and if at a later point you think of something else you want to add, just drop us an email (ctffe@me.com) and we will add it to your order for you.

Delivery charges:

Delivery charges are a must to cover the high cost of fuel, our time and vehicle maintenance. They allow us to deliver great local artisanal and farm fresh products at the lowest possible pricing. To be fair to all our valued customers, we have created a scalable delivery charge based on mileage from CTFE headquarters in East Haddam. If you do not see your town listed, it does not mean that we don't deliver there; we just have not had a request for delivery to that area yet. Call us and we will add it to the list. It is based on your zip code.

\$6.00		\$7.00		\$8.00	
zipcode	place	zipcode	place	zipcode	place
06423	East Haddam	06424	Hampton	06248	Hebron
06469	Moodus	06438	Haddam	06447	Marlborough
		06441	Higganum	06456	Middle Haddam
		06419	Killingworth	06498	Westbrook
		06415	Colchester	06480	Portland
		06474	Westchester	06459	Middletown
		06439	Hadlyme	06457	Middletown
		06420	Salem	06455	Middlefield
		06371	Lyme	06422	Durham
		06412	Chester	06419	Killingworth
		06417	Deep River	06413	Clinton
			East		
		06447	Hampton	06475	Old Saybrook
		06426	Essex	06371	Old Lyme
		06442	Ivoryton	06333	East Lyme
		06409	Centerbrook	06481	Rockfall

\$8.50
zipcode place
 06385 Waterford
 06320 New London
 06357 Niantic
 Lake
 06415 Hayward

\$9.00
zipcode place
 06416 Cromwell
 06437 Guilford
 06059 North Madison

 06443 Madison
 06471 North Guilford
 06513 East River

\$9.50
zipcode place
 06045 Branford
 06043 Bolton
 06471 North Branford

 06232 Andover

 06033 Glastonbury
 06067 Rocky Hill
 06109 Wethersfield
 06129 Wethersfield
 06161 Wethersfield
 06111 Newington
 06131 Newington
 06405 Stony Creek
 06405 Short Beach
 South
 06073 Glastonbury
 06232 Andover
 06043 Bolton

\$10.00
zipcode place
 06334 Bozrah
 06360 Norwich

 06365 Norwich

 06353 Montville
 06370 Oakdale
 06254 Franklin
 06249 Lebanon
 06382 Uncasville
 06231 Amston

\$12.50
zipcode place
 06512 East Haven
 06513 East Haven
 North
 06473 Haven

 06492 Wallingford
 06494 Wallingford
 06495 Wallingford
 06450 Meriden
 06451 Meriden
 06037 Berlin
 06050 New Britain
 06051 New Britain
 06052 New Britain
 06053 New Britain
 06460 Devon
 06493 Wallingford

\$14.50
zipcode place
 06339 Ledyard
 06340 Groton

 06339 Groton
 North
 06359 Stonington
 06378 Stonington
 06489 Southington
 06410 Cheshire
 06411 Cheshire
 06408 Cheshire
 06103 Hartford
 06105 Hartford
 06106 Hartford
 06112 Hartford
 06114 Hartford
 06120 Hartford
 06338 Ledyard
 06355 Mystic
 06388 Mystic
 06514 Hamden
 06517 Hamden
 06518 Hamden
 06511 Hamden
 06467 Milldale
 06512 East Haven

\$15.00

zipcode	place
06460	Milford
06770	Naugauck
06510	New Haven
06511	New Haven
06515	New Haven
06519	New Haven
06460	Woodmont
06516	West Haven
06108	EastHartford
06118	East Hartford
06128	East Hartford
06110	Elmwood
06001	Avon
06066	Rockville
06525	Woodbridge
06062	Plainville
06479	Plantsville
06013	Unionville
06085	Unionville
06087	Unionville
06089	Weatogue
06516	West Avon
06107	West Hartford
06110	West Hartford
06117	West Hartford
06119	West Hartford
06237	Columbia
06238	Coventry
06066	Vernon
06066	Talcottville
06716	Wolcott
06705	Wolcott
06010	Bristol
06011	Bristol
06032	Farmington
06030	Farmington
06034	Farmington
06085	Farmington
06088	East Windsor
06040	Manchester
06041	Manchester
06042	Manchester
06045	Manchester
06477	Orange
06460	Milford
06461	Milford
06614	Stratford
06461	Stratford
06524	Bethany
06365	Preston

\$15.50

zipcode	place
06604	Bridgeport
06605	Bridgeport
06606	Bridgeport
06608	Bridgeport
06610	Bridgeport
06612	Easton
06430	Fairfield
06432	Fairfield
06490	Fairfield
06820	Darien
06830	Glenville
06840	New Canaan
06850	Norwalk
06851	Norwalk
06853	Norwalk
06854	Norwalk
06855	Norwalk
06878	Riverside
06820	Noroton
00661	Nichols
06880	Saugatuck
06490	Southport
06075	Stafford
06901	Stamford
06902	Stamford
06903	Stamford
06905	Stamford
06906	Stamford
06907	Stamford
06611	Trumbull
06883	Weston
06880	Westport
06897	Wilton
06807	Cos Cob
06890	Southport

\$16.00

zipcode	place
06403	Beacon Falls
06468	Monroe
06472	Northford
66875	Redding
06483	Oxford
06876	Redding Ridge
06280	Windham
06002	Bloomfield
06010	Bristol
06011	Bristol
06016	Broadbrook
06444	Marion
06064	Poquonock
06092	West Simsbury
06074	South Windsor
06081	Tariffville
06829	Georgetwon
06484	Huntington
06468	Monroe
06484	Shetlon
06877	Ridgefield
06879	Ridgefield
06264	Scotland
06070	Simsbury
06081	Tariffville
06089	Weatoguemsbury
06095	Windsor
06006	Windsor
06611	Trumbull

06330 Lisbon
06330 Sprague
06379 Pawcatuck

\$17.00
zipcode place

06418 Derby
06401 Ansonia
06712 Prospect
06403 Beacon Falls
06478 Oxford
06478 Naugatuck
06483 Seymour
06478 Seymour

\$18.00
zipcode place

06488 Southbury
06702 Waterbury
06704 Waterbury
06705 Waterbury
06706 Waterbury
06710 Waterbury
06013 Burlington
06019 Canton
06022 Collinsville
06023 East Berlin
06059 North Canton
06801 Bethel
06440 Hawleyville
06470 Newtown
06762 Middlebury
06749 Middlebury

\$19.00
zipcode place

06770 Union City
06082 Enfield
06035 Granby
06060 North Granby
06078 Suffield
06090 West Granby
06093 West Suffield
06804 Brookfield
06096 Windsor Locks
06029 Ellington
06250 Mansfield
06071 Somers
06072 Somersville
06076 Stafford Springs
06268 Storrs
06084 Tolland
06279 Willington
06812 New Fairfield
06784 Sherman
06482 Sandy Hook
06026 East Granby
06016 East Windsor
06088 East Windsor
06351 Griswold
06384 Voluntown
06377 Sterling
06374 Plainfield
06331 Canterbury
06242 Eastford
06235 Chaplin
06247 Hampton
06234 Brooklyn
06378 Ashford
06226 Willimantic
06239 Danielson
06280 Suffield
6354 Moosup

\$20.00

zipcode	place
06076	Union
06281	Woodstock
06830	Byram
06807	Cos Cob
06810	Danbury
06811	Danbury
06260	Putnum
06277	Thompson
06241	Killingly