

PNW LOCAL DELIGHTS POLICY

- **Minimum order requirement:** In order to pass on the best value your minimum order must be 5 items or more. We base our inventory of ingredients on a minimum number of meals. You will not be able to complete the checkout process unless the minimum requirement is met.
- **Refund policy:** If you are not completely satisfied you may cancel your subscription at any time. Once meals have been purchased there is no refund unless proven spoilage has occurred under proper storage conditions.
- **Crate and Tote Exchange:** Each week your order will be delivered to your desired pickup location packed in our insulated totes or specially designed, hand-crafted, insulated crates. The totes/crates are numbered. Depending upon the size of your order, you will either pick up an entire tote or crate. In some cases, you may be picking up more than one tote/crate. **NOTE: Unreturned crates and totes will be subject to a replacement fee of \$50 (for each crate) and \$20 (for each tote). Totes or Crates missing an ice pack are subject to a \$5 replacement fee.** Empty crates and totes must be returned each Monday, whether you place another order or not.
- **Go Green:** We strongly believe in sustainability and managing waste. And we hope our customers do, too. We ask that you wash and return your containers and smoothie jars each week so we can reuse them.
- **Delightfully Fresh Guarantee:** Our prepared meals will stay fresh up to twelve (12) hours in our insulated totes/crates and through each Saturday in the refrigerator. We recommend transferring your meals to a refrigerator as soon as possible. **DO NOT REMOVE THE ICE PACKS** that are inside the crates. They help provide additional refrigeration and must be returned with each tote/crate exchange.
- **Spoilage:** Our crates will insulate up to 12 hours. We are not responsible for forgotten meals left at pick up locations or in your vehicle or any other areas without proper refrigeration. For more information about keeping specific types of food fresh longer we recommend this [FoodKeeper App](#) from [FoodSafety.gov](#)
- **PNW Local Delights Indemnification:** PNW Local Delights is fully insured as a Preparation, Processing and Packaged Food company and has met the licensing requirements outlined by the state of Oregon.
- **Pickup location hours and availability:** You must pick up your PNW Local Delights order during the listed business hours. If you cannot pick up your order it may be donated to a homeless shelter or food bank in the community at the end on each Monday. Pickup Location schedules are subject to change without notice as they are not owned or managed by PNW Local Delights. Please check your pick up location's hours of operations on their website or by phone.
- **Stolen Meals:** PNW Local Delights operates on an honor system and is not responsible for missing meals.
- **Guaranteed Monday delivery:** Orders must be received no later than 8:00 pm the Thursday of the previous week to guarantee delivery.

We cannot accommodate special requests other than to leave at your doorstep or workplace's front desk. **Deliveries will arrive between 9 a.m. and 2 p.m. every Monday.** You will need to leave your previous week's crate(s) or tote(s) on your front porch or workplace's front desk in exchange for your next delivery. To avoid **Replacement Fee:** If you plan to skip meals for a few consecutive weeks you must bring your crate or tote to one of our pickup locations. If you cancel your order you must bring your tote/crate with ice packs to your most convenient pick up location the following Monday. We require that you notify PNW Local Delights where you have dropped it.

- **Monday holidays:** Should 4th of July fall on a Monday, delivery will be scheduled for the following day. We do not deliver the Monday's between Christmas Eve and New Year's Day. **2018 Holiday Schedule:** We will deliver on Monday, December 17, 2018 and return for delivery on Monday, January 7, 2019.
- **Limited meal production:** Due to availability of produce and production facilities, PNW Local Delights limits food prep to 600 meals per week or 2400 meals per month. Should your order fall outside this restriction we will put your order at the top of the following week's slot and you will be notified of your order's new delivery date.
- **PNW Local Delights Ingredients:** While substitutions may occur due to seasonality and availability we make every effort to provide only fresh, locally-grown, non-GMO, organic produce and organic, free range, grass- or grain-fed meats. Ingredients are listed on our website and top allergens are noted. We are always gluten free and dairy free and our shared kitchen space is properly sanitized between uses. For special allergens contact PNW Local Delights to ask if accommodations are available.