



Healthy Fundraising
for Ontario Schools

Program Reimbursement and Storage Policy

Fresh from the Farm school fundraising and it's farmers are proud of the quality of product they grow. All product is packed fresh for each school order and you will find each family farms name on all packaging as a sign of their commitment to . Fresh fruits and vegetables are perishable and must be handled with care upon delivery and distribution to customers.

- If there any issues with missing or subpar quality product, *Fresh from the Farm* will replace product or refund the value of the product.
- All claims for missing or poor quality product must be done by the school champion within **24 hours** of delivery to the school to our support team at contact@freshfromfarm.ca
- Replacement product will be delivered to the school within one week of original delivery date.
- If product cannot be replaced, Fresh from the Farm will issue a refund for the value of the product directly back to the school.
- For consumers that purchase bundles and they are not satisfied with the quality, Fresh from the Farm will redeliver product to the school or refund any product for any claims made to the school champion within 7 days after school delivery .
- Refunds to consumers will be in the form of a grocery gift card mailed directly to the consumer.
- For quality claims to be valid all consumers must validate that they followed all recommended storage instructions

Policy Summary

Participant	Issue	Policy
school champion or authorized school personnel	quantity or quality issue	Authorized school personnel must report any issues to contact@freshfromfarm.ca within 24 hours of the school delivery.
consumer	quality issue	Customers must contact the school champion or school directly regarding product quality issues. The school champion must email contact@freshfromfarm.ca within 7 days of the date product was delivered to the school.



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Storage Guidelines

Product	Store in Refrigerator	Store at Room Temperature	Tips
Carrots	Yes Up to 3 weeks in crisper	No	Store in perforated poly bag provided for best quality. Peel, chop and blanch before freezing for longer term storage. https://www.ontario.ca/foodland/food/carrots
Onions	Yes Up to 2 months	Yes Up to 4 weeks	Store in mesh bag provided in dark, cool location. Can be peeled, chopped and frozen for longer term storage. https://www.ontario.ca/foodland/food/onions
Potatoes	No	Yes 1-2 weeks at room temperature in dark location	Store in paper or poly bag provided. Do not expose to cold temperatures below 45° F (7°C) or flesh will turn black when cooked. Protect from light to avoid greening. https://www.ontario.ca/foodland/food/potatoes
Sweet Potatoes	No	Yes 1 to 2 weeks at room temperature in dark, cool location	Store in poly bag provided. Do not expose to cold temperatures below 54° F (12°C) for best shelf life and quality. https://www.ontario.ca/foodland/food/sweet-potatoes
Apples	Yes In perforated plastic bags up to several weeks	No	Store refrigerated in poly bag provided to reduce dehydration for best shelf life and quality. https://www.ontario.ca/foodland/food/apples