

# FAQ

## PURCHASES AND DELIVERIES

Payment is done through our online store via a payment portal. We deliver on a pre-defined day (Thursday / Friday), however if we are unable to deliver on that day, we will contact you prior to inform you of the revised delivery date [this happens very rarely]. Please ensure the correct address including any specific drop off instructions – eg behind the rubber plant on the porch. [Understandably, we cannot be held responsible for any mis-deliveries due to incorrect addresses] We reserve the right to accept or refuse orders for any reason.

## RECEIPTS

Each delivery will include a fully itemised list of your box and the receipt from payment.

## CANCELLATION POLICY

Due to the small-scale nature of our farm and local suppliers, we need to order some of the items in advance, and thus are unable to guarantee acceptance of cancellations once we have placed these orders.

## WHY DOES THE MEAT & FRUIT COMPONENT COME PRE-DEFINED?

This is due to our commitment to ethical production of farm produce. As we only process whole animals that have been free-ranged, grass-fed their whole lives, we need to sell every part of the animal. Hence each box has a combination of cuts including steaks, roasts & mince BUT you get to provide your preference of which steaks and roasts you like. We have carefully developed our boxes to give you a variety of meats and a selection of produce to feed your family. You can choose additional items from Sage Friends to add to your box of goodness. Perhaps you have a BBQ coming up and would like to order more sausages or have a special recipe in mind and need some extra veggies – no problems – just add them in.

## DO I HAVE TO BE AT HOME TO RECEIVE THE BOX?

No. But please let us know if you will be or not. If you won't be home at the delivery time - please leave your esky out for us. It needs to be clearly visible to us when we arrive, if necessary please leave more detailed instructions on your order form. Our boxes have been specifically designed to fit into most large eskies – the box dimensions are;

(L) 500mm (W) 270mm (D) 265mm.

## **WHAT IF I FORGET TO LEAVE MY ESKY OUT?**

If there is not a safe alternative, or we are unable to contact you we will take your box back to the store for you to pick up.

## **I HAVE A SPECIAL REQUEST TO ADD – HOW DO I DO THAT?**

Feel free to email us at [admin@sagebeef.com.au](mailto:admin@sagebeef.com.au) with any other requests, queries or to request a call.

## **I HAVE SET UP A REGULAR DELIVERY BUT AM AWAY THIS WEEK?**

No problem – regular fortnightly deliveries can be cancelled, though we request at least 1-week notice, please email us at [admin@sagebeef.com.au](mailto:admin@sagebeef.com.au)

## **WHY ARE THERE DELIVERY COSTS?**

We charge delivery for the convenience of your box being home delivered. Showing you the cost of delivery is our way of being transparent, we have not added the costs associated into the cost of the product. Collect your box from in-store and you are only paying for the contents of the box, have it home delivered, and the box price is the same with an added delivery charge.

If you have any queries about our deliveries, please email us at: [admin@sagebeef.com.au](mailto:admin@sagebeef.com.au)

## **HOW CAN I HELP REDUCE THE CARBON FOOTPRINT?**

You can help by leaving your boxes out for collection on your next delivery day, simply flat pack neatly and keep them dry. We aim to reuse and recycle as many boxes as we can. We use minimal packaging and will only use bags or punnets where necessary to maintain moisture or provide protection.

You can also introduce your friends and neighbours to SageFarm and Friends Box – the amount of deliveries in a round will have the most impact on the delivery carbon footprint.

## **WHAT DO I NEED TO KNOW ABOUT CRYOVAC PACKAGING?**

We Cryovac our meat for your convenience and to extend the best before date. We recommend that the meat is check in a cold fridge up to the best before date – at which point [if it is not going to be eaten in the next few days] –it should be frozen.

You will notice some effects of using Cryovac packaging over time, the meat can change to a darker colour while in the packaging due to the anaerobic environment and sometimes you may notice a sulphur based odour upon first opening the packaging. Don't confuse this with the meat being off. Allow the meat to air on a plate for 5-10 minutes and you will see the colour, or bloom, return to the meat and the odour will dissipate. The colour and odour are normal aspects of meat held in cryo vac bags after a period of time.

## DELIVERY AREAS

Delivery days are Thursday & Friday

Orders close at 10am Tuesday for same week delivery

Sage & Friends Box – currently delivering to;

3165	3204	3321
3188	3212	3328
	3214	3329
	3216	3331
	3217	3332
	3218	3333
	3219	3334
	3220	3338
	3221	3340
	3222	3342
	3224	3352
	3225	
	3227	
	3228	