

How to Sign Up

Carman Ranch uses a web-based software program called Farmigo to manage our buying club. Members create accounts on the Carman Ranch Farmigo site and use those accounts to place orders and make payments. Farmigo is a huge asset to us since it manages a great deal of the complexity involved in setting up a successful buying club: information sharing, reminders, scheduling and setting up routes, order-taking and payment options.

When you sign up, Farmigo creates a secure, online member profile for you with your share options, pick-up location and account activity. You will place all orders and make all payments through your Farmigo account. You have full access to your account and can view and edit at any time, including changing your pick up location, credit card info, or password. It is your responsibility to inform us directly of any changes to contact information or email address.

Payments

We accept payment for your orders by electronic (bank-to-bank) check or PayPal. We do not store your personal or financial information on our website; it is stored securely by the service Farmigo contracts with.

Please note: Members who choose monthly shares of certain items and elect to set-up automatic (pre-approved) payments in PayPal are responsible for managing this feature in their PayPal account. Carman Ranch is not responsible for managing this feature and will not refund in situations where members are unaware that they elected to use this service.

Picking Up Your Order

You must be present or have someone representing you to receive your order. Please arrive during the designated one-hour window and do not be late. Our pick-up location businesses are our partners in distribution, but they are not responsible for holding your order if you do not pick it up. If we don't hear from you and you do not pick up your order, we will donate it to a local shelter. We cannot give credit for orders that aren't picked up, but the food will not go to waste.

Changing Your Pick Up Location

If you want to change your pick up location, please do so one week before your pick up delivery.

Communications

Carman Ranch will communicate with you by email on a regular basis, to remind you of scheduled pick-ups and inform you of payments. Please read these emails as soon as you receive them; often they contain information that is time sensitive. Occasionally we may need to send an alert about your order or let you know about something happening on the ranch. When you become a member of our buying club, you agree to open and read all email communications since it is our only method of contacting you. Please add **info@farmigo.com** and **csamembers@carmanranch.com** to your address book to protect our communications from spam filters.

Cancellations

You may cancel your order with no less than one week's notice before your pick up day. Send Ellen an email at ellen@carmanranch.com; you will receive an email confirming your cancellation.

Our Guarantee

Carman Ranch beef and the other items offered to our buying club members are guaranteed to be fresh and of the highest quality. If for any reason, you are not happy, please contact Ellen at ellen@carmanranch.com. We will be happy to give you a refund or credit for any product or order that does not meet your standards.