



Fresh Produce.
Delivered.

FAQ

1. What is Front Door Farms?

Front Door Farms provides fresh produce delivered direct to consumers and businesses. Working directly with farmers across all major fruit and vegetable categories allows us to deliver optimal ripeness, freshness and quality while following stringent food safety guidelines and sustainable business best practices. FrontDoorFarms.com offers a convenient and easy way for people to live healthier lifestyles.

2. Where are you located?

We are located in Salinas, California – the “Salad Bowl of the World.”

3. What are the current delivery areas?

We are now shipping to homes and businesses across seven western states, including:

Arizona
California
Idaho
Nevada
Oregon
Utah
Washington

4. Why was Front Door Farms started?

Front Door Farms was started to make healthy fresh food available to everyone by delivering authentic, farm fresh produce direct to consumers and businesses. Farmers understand, better than anyone else, when crops should be harvested and how they're supposed to taste. Unfortunately, most farmers do not have a direct path to market. At Front Door Farms, we're giving farmers a direct path to market by leveraging technology and vision.

5. Is your produce organic?

All of our products are GMO-free and we are committed to delivering produce that is healthy, safe and responsibly grown. We source from a variety of sustainably grown organic and conventional producers and decide what to offer in our store depending on freshness, quality and value at the time of shipment. Organic items are specifically labeled in the storefront.



Fresh Produce.
Delivered.

6. Who are your farmers?

Our produce is sourced from farmers in local and regional communities that follow strict farming and harvesting best practices. In the coming months, we will be featuring some of these farmers on our website.

7. How are you different from traditional grocery delivery services?

We are the most direct channel between the producer and consumer. We deliver unmatched freshness and quality. Traditional grocery store delivery services travel through a lengthy supply chain subject to excessive handling and not managed with the same care and respect for quality as the produce you find on FrontDoorFarms.com. All of Front Door Farms orders are hand selected and neatly packed in a sealed liner that not only protects but also keeps the produce cool and fresh all the way to your doorstep.

8. Why is Front Door Farms better than the grocery store?

We deliver produce that is 50% fresher than traditional grocery, providing immediate value for customers. The average family of four throws out more than \$2,000 worth of food per year. We deliver fresher product that last longer and results in less food waste. What many consumers do not realize is much of the produce, such as leafy green items, they find in grocery stores may be more than 10 days old. At Front Door Farms, the majority of our produce is delivered to your door within 2-3 days from harvest.

9. How is the produce delivered?

Once an order is placed through FrontDoorFarms.com, we pack and ship it out within 24 hours. We currently ship via UPS, as we like to say, the milkman of the 21st century. They are already in your neighborhood efficiently delivering to not only metropolitan but suburban and rural communities every day.

10. What are the delivery options?

After entering their zip code, customers can choose their preferred delivery day up to two weeks in advance. We deliver to residential and business addresses and customers do not need to be home to receive their box.



Fresh Produce.
Delivered.

11. Are the packaging materials recyclable?

The majority of our packaging is 100% recyclable or reusable. We choose materials that both protect product integrity and minimize our impact on the environment. Here is a breakdown of what's in each order:

Shipping Box - Recyclable

Gel Pack Coolant - Reusable

Protective Air Liner - Non Recyclable

Bubble Wrap - Recyclable

12. Are there membership fees or commitments?

Unlike popular CSA's there is no monthly commitment, and no expensive start up fees like some of the other services. Order what you want and when you want it. It's that simple. We've also developed a customizable subscription model to make it even easier to schedule your regular orders.

13. What if I'm not satisfied with the produce in my box?

We stand behind the quality and freshness of the fruits and vegetables we deliver to your door. So much so that we guarantee you'll love it! If you are not satisfied with your order, contact our support staff by submitting a request and we will work to make it right.

14. What are the payment options?

We accept major credit cards including: Visa, MasterCard, American Express and Discover. We also accept PayPal.

15. Is your produce GMO free?

All of our products are GMO-free and we are committed to delivering produce that is healthy, safe and responsibly grown.

16. When did FDF start?

Front Door Farms officially began in August 2013 with a mission to give everyone access to the freshest food in the world. We worked closely with experts in e-Commerce and the farming community to create a totally new way to shop fresh produce. Our storefront at www.FrontDoorFarms.com opened to the general public in late-January 2014 with a northern CA pilot program.