

Townsend Farmers' Exchange  
Poultry Policy  
2017

\*Please read very carefully, many things have changed from last season\*

\*\*You are required to read and sign the following policy form\*\*

\*\*\*There will be no exceptions\*\*\*

- Ordering Feathered Friends:
  - Please fill out order form completely and legibly. Please sign and return the 2017 policy. Orders are processed on a first come first serve basis.
  - To ensure that everyone has a fair chance at all of the fun breeds we are carrying this season there is a 15 bird maximum per individual for each hatch date. The exceptions are as follow:
    - Guineas
    - Cornish Rocks
    - Black Broilers
    - Red Broilers
    - Bronze Broad Breasted Turkeys
    - White Broad Breasted Turkeys
  - Completed forms may be submitted the following two ways:
    - E-mail: [Farmerextown@verizon.net](mailto:Farmerextown@verizon.net) - Please use the subject: 2017 POULTRY ORDER - scanning or sending pictures of the signed and completed forms is acceptable. You will receive confirmation that we received your order via e-mail.
    - In-store drop off - we will happily accept your forms in-store!

\*\*PLEASE NOTE - ABSOLUTELY NO PHONE ORDERS WILL BE TAKEN TO ENSURE  
ORDER ACCURACY\*\*

- Change Policy:
  - Customers can make any changes they wish to their order up until 14 days before the hatch. Any changes made after this time will result in a loss of deposit.
- Deposit Policy:
  - A deposit of ½ the cost on all orders of 5 or more birds (no matter the breed/type of bird) is required to guarantee the order.
  - We will accept cash, check or card for the deposits.
  - Deposits MUST be made at the same time of the form submission. If you are submitting via e-mail we encourage you to send your information encrypted. You will also receive your receipt via e-mail.
  - Each deposit and order will be individually tracked through our inventory system as to ensure accuracy of everyone's order.
- Delivery/Pick-up Policy:
  - We have scheduled all of our hatches to tentatively be delivered on Fridays to ensure ease of pick-up.
  - We just like you are very excited for this years poultry season! The date on the order form is the tentative delivery date, as excited as we all are, we kindly ask

that you refrain from calling and asking if they are in yet, we promise we will call you as soon as they are here! :) Please make sure that you have given us valid contact information as we will be making only one attempt to contact you.

- We also promise that any hiccups/delays or problems with any of the hatches you will be notified immediately.
- Pick-up is required by the close of business the Monday following the delivery date. If poultry is not retrieved it will go back up for sale and loss of deposit will occur.
- Cancellation Policy:
  - We require a 14 day notice prior to the hatch to cancel any poultry order. Any cancellations that occur after the 14 day requirement will result in loss of deposit.

**\*\*We will not be held responsible for any loss of life that occurs after poultry leaves our store\*\***

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Signature: \_\_\_\_\_

—

**\*\*By signing this you agree to the Townsend Farmers' Exchange 2017 Poultry Policy\*\***

