

Ordering + Delivery/Pickup/Shipping guide

Ecotone Herbs

To order, please email: lauren@ecotoneherbs.com

To signup for availability & updates, visit www.ecotoneherbs.com

Please feel free to reach out with any questions, thank you!

ORDERING

To order:

- review the current week's availability list sent out on Fridays
- you can place an order at any time by sending an email to lauren@ecotoneherbs.com
- please specify for each:
 - herb – fresh or dried – quantity
 - live plant – name/variety – quantity
 - product – type – flavor/variety – quantity
- choose: delivery, pickup, or shipping
- you will receive: confirmation of your order, an estimated ready date, an invoice for payment (I can accept cash/check/card), and delivery/shipping information or your pickup time

To preorder:

- review the Preorder 2023 availability list
- you can place a preorder from now through March by sending an email to lauren@ecotoneherbs.com
- please specify for each:
 - herb – quantity – fresh or dried
- choose: delivery, pickup, or shipping
- you will receive: confirmation of your order, an estimated ready date, an invoice for payment (I can accept cash/check/card), and delivery/shipping information or your pickup time

Fresh and dried herbs and herbal products have different handling requirements.

Below is a guideline for turn-around time by type of product:

FRESH herbs

To know what's fresh on the farm, join the **Weekly Availability listserv**, which is sent out on Fridays listing what's available for the following week.

Please place orders by noon on Monday for delivery/shipping that Tuesday or pickup that Wednesday.

DRIED herbs & PRESERVED herbal products

including: distillations, extracts, infusions, salves, cocktail bitters, some tonics, oxymels, smoking blends, teas, frozen herbs, finishing salts/sugars, & herbal crafts (wreaths, braids, decorations)

Order at any time from the current inventory. Availability is updated throughout the season and sent out on the **Market & Farm Update newsletter**.

Orders will be ready for the next delivery/pickup/shipping cycle (6-8 days).

Bulk orders may require two cycles (12-16 days) for fulfillment.

PERISHABLE herbal products

including: shrubs, simple syrups, some tonics, cocktails, baked goods, sauces

Products are made in small batches with seasonal ingredients and offered either weekly made-to-order or at the farmers market in Batavia. My 2023 market time & dates are Saturdays from 8am-12noon on May 20, June 17, July 15, August 19, and September 16, and October 21. To receive the list of seasonal offerings that will be available each market, join the **Market & Farm Update newsletter**.

For regular weekly ordering, orders placed by noon on Monday are ready for delivery/shipping that Tuesday or pickup that Wednesday. Orders placed after Monday will be available the following week.

LIVE plants

I will have a selection of herb and vegetable seedlings for sale from April-July and will send out availability on the **Market & Farm Update newsletter**.

Live plants will be available for weekly ordering and at the Batavia farmers market on May 20, June 17, and July 15. For weekly pickup, please place orders by noon on Monday for delivery that Tuesday or pickup that Wednesday. I do not ship live plants at this time.

DELIVERY

Local delivery is available on Wednesday mornings. Rates are based on distance from the farm in Geneva (39W270 Keslinger Road Geneva, IL 60134)

10 mi radius - \$5

25 mi radius - \$10

PICKUP

On farm, Wednesdays, 4pm-6pm

At my plot on Weathered Ways farm at 39W270 Keslinger Road Geneva, IL 60134

Alternate location: Geneva Green Market kitchen at 415 Stevens Street Geneva, IL 60134

At market, Saturdays, 8am-12noon

May 20, June 17, July 15, August 19, and September 16, & October 21

At the Batavia Farmers Market downtown on River Street

SHIPPING

Orders are shipped on Tuesdays.

Shipping costs will be included in the invoice and confirmation of your order.

For fresh herbs & perishables, I use next day shipping services and you can expect your package in 1-2 business days. Depending on the items ordered, the cost of shipping may include ice packs.

For dried herbs, preserved products, & other non-perishable goods, I use USPS Retail Ground and you can expect your package in 2-8 business days. I am happy to use next day shipping if you would like your package sooner, just specify in your order.