

**Below, we've answered some FAQs about our purchasing model to help our milk relationship be as smooth as possible! Please be in touch if you have further questions.**

**Milk is available in four week periods, with one pickup a week on a designated day.**

**Why?** This helps us regulate our milk production, plan ahead in our dairy herd, and make financial plans based on projected income. Because the finances of the dairy are more regulated using a CSA model, we can offer our milk on a sliding scale, which we hope allows it to be more affordable.

**If you let us know you can't pick up on your day (by that day), by email, text, or phone call, you can skip that week in your CSA, and it won't count towards your four weeks. If you do not pick up on your chosen day, and don't communicate about it by 8PM that day, you forfeit that week's milk.**

**Why?** We are legally only allowed to sell milk three days from milking, and we manage our production and bottling to reduce washing and equipment wear, which sometimes means two or three days of milking is collected in the bulk tank at the same time. We depend on our CSA customers to pick up on their chosen day, so that our milk isn't out of date in the case. We have already washed jars for, produced, and bottled your milk, and lost the opportunity to sell it retail on that day if you are a no-show. In that situation, we absorb the loss of potential income, and the real loss of emptying bottles, using soap, and re-washing jars and lids.

**Please return your clean jars and lids (Rebop Farm only) each week, or pay a jar deposit if you do not return them.**

**Why?** We depend on our customers to return their jars each week, and ask for jars to be paid for up-front to keep our operating costs low, and thus our prices as low as possible. We depend on jar deposits being paid so that our costs are covered. The cost of an unpaid jar deposit means we lose money and operate at a loss on every jar of milk that goes out.

We use only clean, designated jars and lids for two primary reasons: Transfer of smells/flavors from jars used for storage into raw milk is gross and untasty. No one wants spaghetti or pesto flavored milk! We also want to do our best to reduce the potential for allergen transfer, and want to make sure no jars that have been used as pantry storage for nuts, wheat etc. are in our system.

**Thanks! We look forward to growing tasty and nutritious food for you.**

**Ashlyn & Abraham**