

# This Old Farm Terms and Conditions

Please read the important information below regarding your upcoming slaughter appointment.

**We have made important improvements to our processes effective 3/22/2024**

**Cancellation policy:** There is a \$50 cancellation fee for animals removed from the schedule without a month's notice or moved back on the schedule without a 2 week notice. This \$50 is charged on the day of slaughter or another designated time in the month following the slaughter appointment. We know things happen on the farm and in life so all farmers are granted a once per calendar year grace cancellation. Our goal with the new cancellation policy is to recognize we have moved past the pandemic scheduling craze we saw where scheduling was happening and slaughter spots were being resold. Our goal is to not have to exercise this cancellation policy. Good communication will prevent use while ensuring you have the freedom to schedule without being worried about a charge.

**Our cut sheets have been updated with customer satisfaction in mind!** Cutting instructions should be submitted online by visiting [www.thisoldfarm.com](http://www.thisoldfarm.com). **Cut instructions are due by 6:00 AM the date of slaughter.** (Submissions after slaughter appointment and/or changes to the order after submission are subject to a change order fee.). New cut sheets are mobile friendly and thus we ask all customers to view the convenient packages. Full custom cut sheets are intended for our farmers who resell wholesale by the case or retail cuts by the pound. New options coming out in November will make this full custom cut sheet more complex than most freezer beef customers will want to use. Farmers, call us Monday through Friday from 9:00a – 5:00p for assistance. We are happy to answer your customers' questions as well.

**Transparent Pricing Structure:** All prices can be found online on our cutsheets. We promote a transparent pricing structure so that you know what different cut decisions or value added requests cost based on us knowing how much extra time and materials that decision takes. Knowledge is power for our farmers!

**Drop off: Times, humane handling, livestock, and employee safety:** *During the cold months and extreme heat, we greatly prefer morning drop offs as a precaution for animal safety and wellbeing.* Please remember to withhold food for 24 hours before the day of slaughter or an extra labor fee for a full stomach may be added. Please be advised that any arrivals outside of the provided times are subject to a late or early arrival fee. The provided dropoff times are 6:00am-6:30am the day of slaughter or 3:30pm-4:00pm the day before slaughter, **except on Mondays or the day after a federally observed holiday.** Our drop off times ensure we have a trained staff member fully prepared and ready to offer the best customer service possible.

**Livestock Drop Off Sheet:** Please bring in your completed Livestock Drop Off Sheet (a copy is attached to your confirmation emails or go to [thisoldfarm.com](http://thisoldfarm.com) and click the Resources drop down menu for a printable .pdf form or Word document). The Livestock Drop Off form connects us to your customer(s) and is required for us to process for you and/or your customers. Please complete the customer list on the back/second page so we can easily identify and assign your customer(s) to your animals. **If we do not have this information at drop off, all orders will be assigned to the farmer.**

**Unclaimed Meat Donation Policy:** If Customer is not engaged or responsive, at 45 days post invoice the Customer (and possibly farmer) is also to be reminded of the Donation policy here described with the idea that at 60 days TOFI will be donating the product as unclaimed inventory using process as noted below with the Customer still obligated to the original terms of their requested processing and any storage fees incurred to date. If the Customer does not meet the obligation of paying the service costs, the product will be donated and the outstanding costs will be turned over to collections for action.

We partner with Hoosiers Feeding the Hungry to donate meat to local non profit organizations. This details the process for invoicing Hoosiers Feeding the Hungry and the preferred organization to donate to. Farmers can choose to donate livestock up front or we may be donating because product was left behind in our freezers.