

# This Old Farm – Terms & Conditions

Updated 2/6/2026

Please read the following carefully before your slaughter appointment or order is processed.

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## Cancellation Policy

A \$50 cancellation fee applies when animals are removed from the schedule without at least 1 month's notice, or moved back without 2 weeks' notice. The fee is charged on the slaughter date or the following month.

Each farmer receives one grace cancellation per calendar year. Clear, timely communication can prevent fees and help us maintain fair scheduling.

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## Cut Sheets & Instruction Deadlines

All cutting instructions must be submitted online at [www.thisoldfarm.com](http://www.thisoldfarm.com) by 6:00 AM on the slaughter date.

- Late submissions or order changes after the due date may incur a change order fee.
  - Our mobile-friendly cut sheets make selection easier.
  - Full custom cut sheets are available for farmers reselling by the case or retail. These include more advanced options not typically needed for freezer beef customers. **For help, call Monday–Friday, 9:00 AM–5:00 PM.**
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## Transparent Pricing

All pricing is listed on our online cut sheets. Transparency allows farmers to see how cut and processing decisions affect costs.

**Knowledge is power!**

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## Drop-Off Guidelines

For livestock safety and humane handling, morning drop-offs are preferred during extreme temperatures.

- Withhold feed for 24 hours prior to slaughter; extra labor fees may apply for full stomachs.
  - **Approved drop-off times:**
    - Day of slaughter: 6:00–6:30 AM
    - Day before slaughter: 3:30–4:30 PM (No Sunday or post-holiday drop-offs.)
  - Arrivals outside these hours may incur early/late fees.
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## Required Drop-Off Paperwork

Bring your completed Livestock Drop Off Sheet (attached to confirmation emails or downloadable at [thisoldfarm.com](http://thisoldfarm.com) under *Resources*).

Include customer details on the back page to properly assign product ownership. Missing customer info will result in all orders being assigned to the farmer.

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## **\*\*NEW\*\*** Freezer Space & Storage Fees

Freezer space is for short-term holding only. You'll receive:

- A notification when your main order is ready.
  - A ***second notification when value-added products are complete*** (extended dry age, patties, etc.).
  - Pick up orders within 7 days of each "order complete" notice to avoid storage fees:
    - Loose boxes (<14 boxes): \$5.70/day
    - Palletized orders (14+ boxes): \$9/pallet/day
  - To best take care of your long term storage needs (7+ days) we can facilitate transfer of your product to a cold storage facility.
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## Unclaimed Meat & Donation Policy

If a customer remains unresponsive:

- At 45 days post-invoice, a reminder of our donation policy will be sent.
  - At 60 days post-invoice, unclaimed products are donated to local nonprofits.
  - Processing and storage fees remain due; unpaid balances may be sent to collections.
  - Farmers may also choose to donate livestock intentionally through this program.
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## Communications & Text Messaging

By providing a phone number to This Old Farm, Inc., including through online forms, cut sheet submissions, scheduling tools, or other communications, you acknowledge and agree that we may contact you via text message for informational and customer service purposes.

Text messages may include order status updates, scheduling notifications, pickup reminders, and communication related to processing services or assigned farmer representatives. Message frequency varies. Message and data rates may apply.

You may opt out of text messages at any time by replying STOP. For assistance, reply HELP or contact us directly.

Use of text messaging is governed by our [Privacy Policy](#), which describes how personal information is collected, used, and stored.