Maple Valley Flower Hub Buyer Guide

The Maple Valley Flower Hub is a group of farmers offering farm-grown specialty cut flowers to the floral industry in the Central Vermont, Central and Southern, NH and Groton, MA area. Shop from our farms all in one place on the Rooted Farmers platform!
Maple Valley Flower Farm Hub Manager
Rooted Farmers Support

Weekly Schedule and Product Expectations

Pre-ordering:

- We use Rooted Farmers as our sales platform. Buyers need to be members of Rooted Farmers and can apply by visiting https://app.rootedfarmers.com/onboarding.
- The pre-ordering window is from **Thursday 1 pm – Monday noon** each week for delivery on **Wednesday.**
- Buyers *may* request additional products by utilizing the notes field during the ordering process or by contacting the Market Manager. Product requests are never guaranteed, but we'll do our best to find what you're looking for or offer an alternative variety idea!

Returns/Refunds, Delivery Policies, BUCKETS! & Delivery Fees

Changes to Your Pre-Order:
We understand that every so often plans change and thus your order needs to change. We're here to help! You can request changes to your pre-order (additional bunches, etc) by messaging on the order in Rooted Farmers. You are also always welcome to place multiple pre-orders. If you find you need additional bunches after the **Monday noon cutoff**, we're happy to see if our Growers can accommodate your request, but cannot make guarantees.

In the event that a Grower cannot fulfill your pre-order, we will make appropriate substitutions, if possible. If we need to substitute a similar, but different variety, we will let you know promptly. If you decline our substitutions, you will not be responsible for those original charges.

Returns/Refunds:
Sometimes stems snap in transit or don't hydrate despite conditioning. We want to make sure you're getting the top quality that local flowers boast. If a bunch is unsatisfactory in quality we need to be notified within 24 hours of receiving your blooms and it must be accompanied by a photo. Full refunds will be given if the entire bunch is not usable. Otherwise a partial refund will be given depending on the number of usable stems. Please use your best discretion and do not take advantage of our return policy.

Delivery Policy:
Your orders will arrive on **Wednesday between 9 am-5 pm**. We try to minimize waste and pack our flowers in a way where they support themselves safely. Flowers that are extra fragile will be carefully wrapped. By pre-ordering, you are committing to your purchase, and we cannot offer returns on pre-ordered products based on size, color, or any other aesthetic quality. We are diligent about accurate descriptions and photos and encourage you to work with the Hub Manager to ensure your order matches your desired color palette. If there is an issue with the performance of the flowers in your order, please refer to our return policy above.

BUCKETS!:
Ahh, buckets! (always in need of more; always a stack to wash!) **Please have your clean buckets filled and ready to receive your flowers *prior* to our arrival on delivery day**! Flowers are kept in fresh water in buckets in the refrigerated delivery van. Upon delivery, the driver will bring the order, still in their buckets, into your shop or studio space. The buyer is then responsible for transferring their bunches of blooms into their prepped buckets/vessels. The driver will take the Hub's empty buckets back to the van. Having your buckets ready greatly increases our delivery day efficiency! Thank you!

Delivery Fees:
Our delivery fees are based on the distance between our Hub's central location in South Strafford, VT and your delivery address. Please email Hub Manager if you need us to verify your delivery address or have questions about your set delivery fee.