



Taylorstown Store | P.O. Box 12 | Lovettsville, Virginia 20180

Frequented Asked Questions about Trickling Springs Creamery Products at the Taylorstown Store

1) How do I sign up to receive creamery products?

Please fill out a paper order form and return it to a board member of the Taylorstown Store, or mail it to Taylorstown Community Store, Inc.; P.O. Box 12, Lovettsville, Va. 20180. You may also download the order form from the Taylorstown Store website.

We only purchase from the creamery the products that customers have ordered.

2) How do I receive my creamery products?

You, or someone you designate on your order form, will need to pick up your order from the Taylorstown Store. Deliveries are made bi-weekly (twice a month). The pick-up dates are listed in the Delivery Schedule. The hours for pick-up are 5 – 7 p.m. Unclaimed products will be donated to a food bank.

3) Is there a minimum purchase required?

The minimum order for a customer is \$20 a month. Each order is for 2 deliveries of the same items; both deliveries must be in the same month. (for example, we do not accept orders for one delivery in January, followed by another delivery in February)

4) Do I need to renew my order each month?

No, your order automatically renews if you do not cancel your order by email before the dates listed on the Delivery Schedule. If you cancel your order, we will send you a confirmation of that cancellation. Our email address is TaylorstownStore@gmail.com.

5) How do I change my order?

To change your order, you must send us an email before the dates listed on the Delivery Schedule. Our email address is TaylorstownStore@gmail.com. You will receive a confirmation of your order change.

6) How do I pay for my order?

We will collect your credit card information on the order form and we will securely retain it in our records. We will charge your credit card the first business day of the month. We do not accept checks or cash at this time.

7) What is the policy on returning milk bottles?

You may order milk in plastic containers or glass bottles. If you select bottles, you must return the bottles at the next pick-up date (i.e. If you pick up a bottle of milk on January 8, you must return it to the Store on January 22). If you are not able to return the bottles at the next date, we must charge you \$2 per bottle. Returned milk bottles must be clean.

8) Will you inform me if prices change?

Yes, you will receive an email if the price of the items in your order will change the following month. You will receive this email in time to cancel your next order, should you desire.

9) If I forget what I have ordered or if I have other questions, is there a phone number to call?

No, we rely solely on email. Our email address is TaylorstownStore@gmail.com.