

VEG BOX FAQ'S

What makes Ravines Veg Box different to all the rest?

Our Veg Box has been carefully designed to provide a special and unique experience.
Each box will be filled with local favourites, speciality, and rare variety fruit and veg you won't find anywhere else.
When you collect your box you will see where your fruit and veg have been grown and harvested and meet the young people your membership supports.

Does the Veg Box come in different sizes?

Our Veg Box comes in one size and we will not be offering boxes of varying sizes.

Your box will be 510 x 320 x 80mm (Approx) and each one will be filled with our amazing fresh produce.

What happens if I miss my collection slot?

If you miss your collection spot for any reason we will try our best to make alternative arrangements.
If you know in advance that you will not be able to collect as normal we will work with you to find a time that suits you best so you can collect your box.
Unless informed other wise we will harvest your box as normal.

Can I pause my membership scheme?

If you need to pause your veg box membership for any reason let us know so we don't prepare your box for that week.
We will endeavour to make sure you still receive the number of veg boxes you have signed up for however we will be unable to issue refunds in the place of paused veg boxes.

Can I find out what'll be in my next veg box?

If for whatever reason, you don't like surprises there are a couple of ways to find out what's coming up in your veg box.

1. Keep an eye on our social media, we will post regular updates on growing and harvesting.
2. Ask, we will be able to give a good prediction throughout the week but we won't know exactly until everything has been harvested.

There's something wrong with my veg box what do I do?

If you find any issue with your veg box at any stage please get in contact with us immediately. We will help resolve any issue as quickly as possible:



info@rvine-ni.com



028 9335 6730

There's something that I can't eat. Can I have it omitted from my veg box?

If due to any dietary requirements or allergies you are unable to eat some of our produce please let us know as early as possible.

We will not be able to swap out these products but we can remove them to avoid any potential issues.

If you have any other questions that have not been answered here please get in touch.

We will be happy to help!

