

Frequently Asked Questions

Do you have any questions about our Veg Box Scheme? Here's some FAQ's that might help. If your question is not listed please contact us!

What makes our 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 otherwise 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:



028 9335 6730



@ravine



info@ravine-ni.com



@theravineproject

Is there other ways to help support the social enterprise at Ravine?

There are many ways to support Ravine such as:

1. Like and share our content on social media to help raise awareness of our project
2. Support our regular sales days and merchandise promotions that will be advertised on our social media
3. Take advantage of some of our volunteering opportunities

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.

