



Dear Sunnyside Meats customers,

In an effort to continue to provide the best service to our community, we are implementing several new policies, effective August 1st, 2024.

1. Harvest fees per head deposit will now be required to schedule an appointment. The deposit is non-refundable, unless the appointment is cancelled 30 days prior to the scheduled date. This deposit will then be applied to the final invoice total. Deposits must be received within 5 days of the day that the appointment was put on the schedule. When scheduling for many future dates at a time, we must receive the deposit 30 days before the scheduled appointment. If we do not, the date will be offered to others. Please see the attachment for the accompanying documentation.
 - If a producer is scheduled to bring in 3 beef and pay the deposit, but then they end up only bringing in 1 beef (without notifying us 30 days in advance) then the deposit paid for two of the beef will be non-refundable.
 - Harvest appointments are not transferrable to other people. We have a wait list and when a producer gives their harvest date to their neighbor or friend, then it is not equitable for the people on the waitlist.
 - If a producer notifies us at least 30 days prior to the appointment that they need to cancel it or reduce the number of animals they are bringing, then the deposit will be refunded in full.
 - These guidelines only apply to newly scheduled appointments; we will not be collecting on appointments that have already been scheduled.
2. Storage fees will begin 7 days from the day that a customer has been notified that their order is ready for pick up. Pricing for storage is \$10/day per order. An order is equivalent to one cut sheet. If the producer brings 5 beef with 10 cut sheets, then that is considered 10 orders. After 30 days, the product will be considered abandoned and will be disposed of or donated. Please note that the producers are responsible for their customers.
3. Cutting instructions are now required when the animal is dropped off for harvest. If you have customers that have purchased your animals, then it is your responsibility to contact your customers to get their cut sheets. Cut sheets can be submitted online, via email, or over the phone.

We appreciate your business and look forward to serving you for many more years.

Sunnyside Meats, Inc
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