



Frequently Asked Questions:

How are mailed products packaged and delivered?

We ship through UPS and have multiple shipping options that vary from 3-Day, 2-Day, and Next Day. Depending on the time of year some options might not be available for certain areas. Nevertheless, all our packages are hand packed to withstand the 3-Day shipping option and it is important to remember that all our products currently shipped are fully cooked and cured products that hold their integrity throughout the shipping process much better than raw products. All packages are packed in an insulated cooler with enough ice packs (we do not use dry ice) to remain sufficiently cold during shipping. Products are also packed tightly with packaging material to further insulate products. All orders have the customizable gift card option that is paired with our descriptive brochures of products in case the receiver is unfamiliar with them. Boxes are also labeled with safe handling instructions for the shipper and receiver. We always guarantee our products arrive in satisfactory condition.

Does the recipient of my order or I have to be home in order to receive the package?

We keep a signature waiver on file with UPS so that they will always leave your package at your shipping address, even if someone is not home to sign for it. This ensures that the shipper does not "hold" your perishable products. Your package will remain sufficiently cold until it is delivered and for the rest of that day. We do ask that you track your package and inspect it as soon as possible once received. Packages that are recorded as "delivered" on time that aren't received will have to be disputed with the carrier (UPS) and does not automatically constitute a refund or exchange. Returns due to unsatisfactory product integrity after a successful on time delivery that aren't immediately put on record may also be disputed as we cannot guarantee how the product is handled after delivery.

What if the cold packs aren't cold when my package gets to me?

No need to fear! This is normal and means the cold packs did their job by transferring their cold temperatures to the products. We recommend following your tracking number and storing your products at 40 degrees F or below as soon as possible after arrival to ensure a longer shelf life.

How do I know you received my order? How do I know the status of my order?

You will receive an email confirmation once you place your order online. Please double check this email and confirm everything is correct, such as addresses. Once your order's status changes you will receive another email. You may receive an email that says your order is "processing" which means we are currently working on it but it hasn't shipped (if you chose the Christmas Shipping Pre-Order option your order will stay at this status until it is ready to ship for Christmas). You may receive an email that says your order is "Shipped" and this email is sent when we make your shipping label and ship out your package (you may not be able to view your tracking number immediately).



Frequently Asked Questions:

My order shipped but my tracking number isn't showing up on the UPS website.

You will receive a shipped confirmation email with your tracking number the second we make up your packaging label for your shipment but that doesn't mean your package has left our facility yet. Your tracking number won't show up until your package has reached the shipper's facility usually several hours after you receive your tracking number. Packages stay in our refrigeration units until the last possible pickup for the day, which ensures our packages don't ride around all day on the delivery truck before heading off to the actual shipping facility where they are scanned and put into the tracking system.

I placed my order but there is a mistake! How can I change it?

Easy! Please respond to the confirmation email that automatically is sent to you when you place your order and let us know what to change. If you are having trouble finding the confirmation email just send us a regular email to croghanmeatmarket@gmail.com and let us know as much information about which order you are speaking about and what to change. We will respond promptly and you can email us 24 hours 7 days a week. Another option is calling our office at 1-315-346-6613 if you receive our answering service please leave a message with as much information as you can that will help us fix your order as soon as possible.

Can I place my mail order over the phone?

Certainly! If you are not comfortable using the computer feel free to call our office at 1-315-346-6613 to place your order. Department Hours are weekdays from 9:00am to 4:00pm. However, if you are just not comfortable putting your payment online there is a Phone Order Billing Option you can select at checkout. This option is helpful to our customers and us because it guarantees we will receive your order and information correctly. During the holidays we get incredibly busy and this method makes sure we don't miss anyone. Also, we cannot be responsible for or refund incorrect addresses, which makes online ordering a great option because our customers can double check their addresses and even if there is a misprint it will show up in the email confirmation (no email confirmations for phone orders) and you can let us know to change it before it leaves our facility!

What is the Phone Order Billing Option at checkout?

The phone order option you will see at checkout is for people that would prefer to send a check, money order, or pay over the phone with card. We will receive your order entirely and call you to confirm payment or you can feel free to call us immediately after placing your order or email us to let us know how you would like to pay if sending a check or money order.



Frequently Asked Questions:

What if I accidentally chose the Phone Order Billing Option at checkout?

No worries! We will just process your order and take your payment over the phone. Again, we will call you or you can call us first at 1-315-346-6613. If you were planning on paying with your PayPal balance just email us at croghanmeatmarket@gmail.com and let us know so we can send you a PayPal invoice and you can then pay with your balance.

Do I have to use PayPal? What if I don't want to pay using PayPal?

No you don't have to use PayPal to pay for your order- feel free to select the Phone Order Billing Option at checkout.

What if I don't have a PayPal account can I still pay online with a card?

YES! You don't have to have an account or make an account with PayPal to pay through them. Once you click the PayPal option it will take you to a different window at which point you can choose to login to your PayPal account and pay or do a one-time transaction and pay with your card. PayPal won't automatically make you an account either. Also, PayPal won't store your information or card number if you only do the one time transaction.

Why do you use PayPal? Why can't I just pay with my card directly on your website?

PayPal is one of the most secure online payment options, which is why we use it. Its entire business revolves around giving their customers a secure place to accept and send payments. Think of PayPal as our credit card reader in our store, just online. If we directly accepted cards on our own system we would be in charge of securing and storing files with credit card numbers and sensitive customer information ...do you really want a bunch of butchers holding onto that kinda stuff!?!? Let's leave it to the real tech-guys and their multi-million dollar security department dedicated to keeping that kind of information where it belongs.

Can I buy a mail order with EBT?

We do proudly accept EBT cards in-store but cannot accept them to purchase mail orders. Mail orders have charges that do not correlate with the acceptable products purchasable with the EBT program. We also cannot accept completed EBT payments over the phone as this method violates the program's security protocol and endangers cardholder's eligibility for future assistance. For further information or explanation on this matter please contact your local Social Services department.



Frequently Asked Questions:

What is the shelf life on products?

Bologna- 28 days at 40 degrees F and below and up to 6 months if frozen-unopened.
Use within 5 days after opening

Sausage-14 days at 40 degrees F and below and up to 6 months if frozen -unopened.
Use within 5 days after opening

Curd- 8 days at 40 degrees F and below and up to 1 month if frozen.

Cheeses- It's sharp cheddar and up to 8 years old...like a fine wine...you get the drift!

Maple Syrup- Once opened keep refrigerated and use within 2 months.

How do I know if the Bologna or Sausage has reached it's expiration date?

Easy. First be reassured that when you order directly from us you are getting the freshest batch of product, especially for our mail orders, therefore our shelf life for our products (see above) are very accurate from the day you receive your products from us. But if you are still not sure there will be a distinct milky opaque fluid in the package if the product has gone the other way and should not be consumed- the fluid in the package should be clear or a clear red fluid (for bologna) but once the liquid in the package turns opaque it should be thrown out and not consumed. Storing your meat products at warmer temperatures above 40 degrees F is not recommended and greatly shortens the shelf life, which could contribute to spoilage. Improper storage of meat products will not constitute a refund- the colder you keep your products the longer they last!

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