

# Frequently Asked Questions

## 1. What payment sources are accepted for orders?

We accept most major credit cards, and PayPal. We do not accept cash or checks.

## 2. What is your refund/replacement policy?

We fully stand behind our products. Your satisfaction is our top priority. Should you not be satisfied with our product, please e-mail us at [info@mcraeandwatsonfarm.com](mailto:info@mcraeandwatsonfarm.com) or call us at (336)-337-4908. We will work to make things right. Should your order arrive damaged, please take a photo and send it to us and we will gladly replace your item.

## 3. How long will it take for my order to arrive?

- 9" Sweet potato pies are only sold in the Metrolina area (includes Charlotte and surrounding areas of North and South Carolina). Pies are hand delivered on the Monday, Wednesday, or Saturday following your order date.
- Sweet Potato Pie Crumble and Sweet Potato Pie Filling are shipped frozen and will arrive within 5-7 days.

## 4. I have allergies to certain foods/and additives. Is your product safe for me?

We use organic sweet potatoes and our products do not contain preservatives, however we do manufacture in a facility that may process wheat, milk, soy, nuts and other allergens.

## 5. How do I contact you if I have other questions or concerns?

Please email us at [info@mcraeandwatsonfarm.com](mailto:info@mcraeandwatsonfarm.com) or call us at (336)-337-4908. We will respond back within 24 hours.