

Southern Charm

AT THE FARM

HANDCRAFTED. VINTAGE. REPURPOSED.

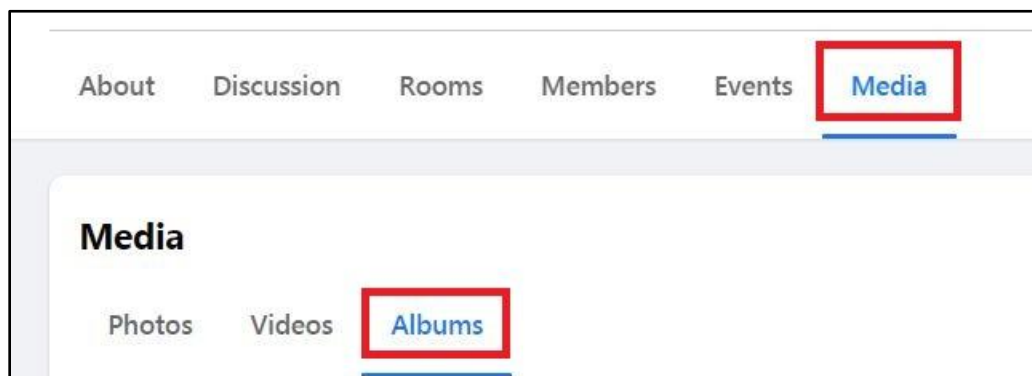
Virtual Show Frequently Asked Questions:

Q: How does the virtual show work?

A: Our virtual show takes place on Facebook only, and you **MUST** have a Facebook account in order to shop. On April 24, 2021, at 9 a.m. EST, we will post the link to our secret shopping group on our social media pages (<http://www.facebook.com/southerncharmatthefarm> or @southerncharmatthefarm on Instagram). You will need to join the group in order to begin shopping!

Q: Once I join the group, how do I view the vendors' products?

A: On the top of the group page, click on Media, then Albums.



Each album title is the name of the vendor, and all products are shown in the photos in the album. The photo description includes information about cost, size, weight, quantity available, and color/scent/flavor options (if applicable). Please read the descriptions carefully.

Q: Where do I find information about shipping and payment options? Do vendors offer local pickup?

A: Some vendors will factor in shipping to the overall cost of the item, while others will include information about shipping in their album description. **PLEASE READ THE ALBUM DESCRIPTION FOR INFORMATION ON SHIPPING, PAYMENT OPTIONS, LOCAL PICKUP OPTIONS (IF OFFERED), AND OTHER VERY IMPORTANT INFO!** To view the album

description, just click on the album name, and the description will appear to the right of the photos in the album:



Q: How do I claim an item to purchase?

A: When you find an item you want to buy, comment on the photo with “SOLD” and your email address, as well as the quantity you would like to purchase. If the photo includes multiple options (like multiple sizes, or a variety of colors, scents or flavors), you must specify the details of the exact item you want to purchase:



Q: What happens next? How do I pay for my item?

A: Our vendors will email you (via the email address you include in your comment) with information to complete your payment/purchase, per the details provided in the album description! Please note: due to the volume of orders that vendors receive during our show date, there may be a delay between when you claim an item for purchase and when you receive your email from vendors. Please be patient, as vendors are working hard to finalize transactions as soon as possible!

Q: What if I'm buying multiple items from the same vendor?

A: In many cases, vendors will combine shipping. Be sure to reference the album description for details on combined shipping options/processes.

Q: How do custom orders work? How do I find out how long it will take to receive my order?

A: Some vendors offer custom orders, which aren't available immediately to ship. If the vendor does not list the completion time in the caption on their photo, be sure to reference their album description for details. When you place an order for a custom item, be sure to specify the relevant order information, like size, color, etc.

Q: What happens if the vendor only has a limited number available, and all of the products are claimed? Can I still purchase it?

A: Many vendors only have limited quantities available for our virtual show, and only those will be available to ship ASAP. Some vendors do offer additional orders or quantities after the show date, so if you really want an item but it's out of stock, reach out to the vendor individually. They will be happy to help you, and may have additional quantities available at a later date! Vendors have included their contact information in their album descriptions, in case you need to reference them.

Q: Why can't I just shop the feed/discussion view on the group page, since it's the first thing that pops up when I join the group?

A: Although that is the first view you see in our group page, we do NOT encourage you to shop from that view. Facebook's algorithm only allows you to see a small fraction of the vendors and products that are available for purchase, so it's VERY IMPORTANT that you shop from the album view outlined above! This is the ONLY way to ensure that you see ALL of the vendors and thousands of products available for sale during our online show. You don't want to miss something simply because it didn't appear on the discussion feed!

Q: When does the show end? How long can I shop?

A: Our virtual show closes at 9 a.m. EST on Monday, April 26, 2021. You can shop 24/7 between the opening and closing times. Please note: if you complete a late night/overnight order, you may not receive your email from vendors until the following day.

Q: I don't have a Facebook account. Can I still shop?

A: Our event is held exclusively on Facebook, so you MUST have a Facebook account in order to shop. You can create a Facebook account for free, so we suggest doing this in advance of the virtual event!

Q: If I'm interested in becoming a vendor, how does that work?

A: We are no longer accepting applications for our Spring 2021 virtual show. If you're interested in applying for our in-person show (which will be held on October 9, 2021, at Tanglewood Park in Clemmons, NC), we will post the application for that show on our Facebook and Instagram pages at the end of April. Our shows are curated and juried, so you MUST apply in order to be considered for participation. We exclusively feature vendors with handmade, vintage and repurposed artisan products, and do not permit direct sales or MLM vendors.

If you have specific questions, please feel free to email us at southerncharmatthefarm@gmail.com or message Southern Charm at the Farm on Facebook or Instagram!