

Meadowbrook Virtual Craft Market Customer FAQ – Fall 2020

Updated on November 7, 2020

If you are interested in supporting local crafters and the Meadowbrook PAC you've come to the right place! But we understand you may still have questions so we are hoping this information helps with some of those questions.

If you are a vendor and are interested in applying to be part of the market please see our event page here:

<https://pacatmeadowbrook.com/events/virtual-craft-market/>

What is a Virtual Craft Market or Fair?

In light of the current pandemic, many craft markets have turned to virtual platforms to keep everyone safe and healthy. Instead of a face-to-face market in large, open and sometimes crowded spaces, local crafters have been invited to sell their products online.

Meadowbrook PAC, who fundraise for Meadowbrook Elementary, are organizing the Meadowbrook Virtual Craft Market to support local crafters and raise funds for school enrichment programs. This is a creative new way to bring the community together.

When is the market open?

The Meadowbrook Fall 2020 Virtual Craft Market is open on 8am on November 7th and closes at 8pm on November 20th.

How do I shop the market?

On November 7th, please visit our [Virtual Craft Market event page](#) to get the link to the market. You'll then be able to browse the many beautiful, and unique handcrafted products.

What type of products are sold at the market? And where can I see a vendors list?

The products offered at the virtual market including clothing, art, accessories, toys, food, needlework, housewares and more! To get a sneak peek at the vendors list visit our [Virtual Craft Market event page](#).

How do I pay for my order?

In keeping with the spirit of safe community health practices, we are taking virtual payments through Square. Forms of payment on Square include Visa, Mastercard, American Express, Discover, Apple Pay and Google Pay. You do not need a Square account to pay online.

If you do not feel comfortable paying online but would still like to purchase products please feel free to contact us at meadowbrookpac@gmail.com.

What if I change my mind – can I get an exchange or refund?

If you change your mind for your Neufeld Food order you can contact meadowbrookpac@gmail.com before the close of the market on November 20th and we can process a refund.

Unfortunately, most of the items are handcrafted and daily orders are submitted to vendors the next morning. If you do change your mind the day of your purchase you can reach out to meadowbrookpac@gmail.com to see if you can get a credit if the order has not yet been submitted.

How do I receive / pick-up the products that I ordered?

All your items will be ready for pick-up 2 weeks after the market closes. During the check-out process when arranging 'Store Pickup', please select 'Schedule for later' to book a pick-up time at our drive thru pick-up. Only select 'As soon as possible' if you will be designating someone to pick up for you who already has or will be booking a pick-up time

Pick-up appointments are available during the evenings throughout the week of December 7th. Pick-up is at the lower gravel lot of Meadowbrook Elementary at 900 Sharpe Street, Coquitlam.

Please note if you have ordered food from Neufeld Farms please book an appointment after Thursday, December 10th at 5:30pm

You may designate a person to pick up for you or if you need to change your booking after you have completed check-out please contact meadowbrookpag@gmail.com

When you arrive during your scheduled pick-up time:

- 1. Please stay in your vehicle and identify yourself to the volunteers, including your order information*
- 2. Follow directions of the volunteers and remain in your vehicle*
- 3. Volunteers will load your products into your vehicle*
- 4. You may use the parking spots, out of the flow of traffic, to confirm you have received all your products – if you need to step out of your car please maintain a safe distance*

Unfortunately, we do not offer shipping at this time; however, you can designate an alternate person to pick-up your items.

What if I have an issue with my product after the market closes?

The packaging for your products will have vendor contact information, we suggest you keep that contact information for your records.

Why should I shop at the Meadowbrook Virtual Craft Market?

Besides supporting Meadowbrook and local crafters, it's a great way to shop for unique and beautiful Christmas present safely! Also, our food vendors offer frozen appetizers, meals and desserts if you feel like relaxing during the holidays and just heating & eating.

I'm not really into shopping crafts but I still want to support Meadowbrook, how can I do this?

We THANK YOU for your endless support and generosity for our community and little learners. We are happy to receive donations online or we also sell our 'Support Meadowbrook' all natural cotton mini tote. Visit our [Virtual Craft Market event page](#) to learn more.

I have more questions, who can I address additional questions to?

Any questions can be addressed to the Virtual Craft Market Committee at meadowbrookpac@gmail.com.