



# Rain Barrel & Compost Bin Sale FAQ



## 1. Why isn't there a location in my city/county?

Cities and counties generally offer to partner with the RAM Sale as part of their community's environmental plan. Every community does different activities, so it is likely that yours is busy with other projects, or they might not be aware of our sale yet. Even if your community isn't hosting a pickup event, you can still order from another location in your area!

## 2. The location near me is sold out! What can I do?

Shucks! Take a look at the other locations that still have inventory and put an order through there. Worst case scenario, put this on your calendar for next year, we'll be back!

## 3. I can't make the pickup event that I ordered from. What should I do?

If it turns out that you can't make it to the pickup event, we recommend you ask a friend or neighbor to pick up your order for you. They just need to give your name at the location. Most of our distribution locations aren't able to offer alternative pickup times, so we appreciate you making the arrangements to have your order picked up at the advertised event.

## 4. Why can't you offer returns or refunds?

To offer these below-retail prices, we aren't able to dedicate the time and storage it takes to coordinate returns or justify the additional credit card processing fees. We want to keep the prices as low as possible for as long as possible!

## 5. Can I get my order before the pickup event?

Unfortunately, no. The products are generally delivered to the distribution location right before the pickup event, to minimize the hassle for our partner communities of storing it. 70+ rain barrels take up a lot of space!

## 6. How big does my car need to be to pick up my rain barrel/compost bin?

We're happy to report that we haven't had to turn a car away yet! As long as you have cleaned out your vehicle of other objects, a rain barrel or compost bin fits in an empty back seat of most cars. Compost bins also tend to fit in larger car trunks. As an example, a Prius fits 8 compost bins or 4 rain barrels (with the back seat down).

7. I lost my compost bin clips OR my rain barrel hose had a meeting with the lawnmower that didn't go well. How can I get replacements?

Yes! [Click here](#) to purchase replacement parts that we will ship to you.

If you have questions, or for more information please contact John A. Gregg at

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