Croftr FAQs

What is Croftr
Croftr delivers fresh chemical-free produce from healthy farmlands in your city, where you can enjoy nature, and farming with your family. More about us on https://croftr.com/.

Where is it available right now?
We have launched with one 4-acre farm for Gurgaon residents.

Is the product fully organic?
Your produce would be grown using only organic and herbal products; without any chemicals, urea or contaminated water. But as we have just started there may be some residual amount of chemicals present in the soil.

What's the delivery guarantee?
As we are following natural farming, produce quality and quantity sometimes may be impacted by harsh weather conditions or pests/insects attacks. We would try our best to provide you delivery at least once a week. In case we fail to do so, we will extend your subscription by a week on every failure.

Will vegetables be picture perfect?
As we won't use chemical pesticides and insecticides, sometimes vegetables may have insects/pests eaten marks. However, it may not have any impact on the quality at all.

What quantity of vegetables will be delivered weekly?
We deliver enough vegetables and herbs for a family of 2 adults and 2 kids to use 8-9 times. With daal, rice and other items, these vegetables will be sufficient for a week. On that note, we appeal to everyone to not waste any food.

Can I visit the farm anytime and can I bring my friends?
Yes, you can visit and enjoy your farm with your friends and family any day between 9 AM to 5 PM. We encourage you to spend some time on these farms, connecting with nature and learning more about how food is produced.

What's the refund policy?
If you don’t like the quality or quantity of delivered produce, you can request for the refund anytime. We will refund a prorated amount for the remaining subscription period.

Why only once a week delivery?
We have just started and it will take some time and scale to fix the logistics. Till that time, we would only be able to deliver once a week.

How many different vegetables I will get?
We will grow seasonal vegetables on open field setup. It means there would be at least 20-25 vegetables available at any time of the year to choose from.

Is monthly payment option available for subscription?
No, As vegetables have a cycle of 2-3 months, we have aligned the growth cycle to the subscription period.

Any concession for a yearly subscription?
Yes, we would be launching discounted long term subscription packages very soon. If you have any questions, write to us on pankaj@croftr.com.

How can a customer ensure that no pesticides are being used?
We are open and transparent in every possible way. Customers are free to visit their farm any day, we would be happy to show all the materials we use on the farm.

Can all kinds of vegetables be grown or are there limitations?
As we are doing open-field farming, we can only grow seasonal vegetables as per existing weather conditions.

What are the benefits of the food grown on Croftr farms?
As the produce would be chemical-free and grown using natural methods, and there won't be any storage; it would definitely taste better than market vegetables. Eating pesticide-free food even reduces your chances of ailments like cancer.

Do farmers working with Croftr get any benefits?
Yes. The whole Croftr concept and model is built keeping the benefits of the farming community in mind. Since Croftr works directly with farmers without any middlemen, they enjoy higher wages and value. Our farming methods are resource-friendly. Which means land remains fertile and chemical-free for a very long time, and the use of modern methods like drip-irrigation reduces dependence on rain or river water. All farm workforce enjoys benefits like free stay and free food from the farm. As we scale, we will introduce education, insurance, and health benefits for all our farm employees.