



Wholesale Buyers Guide

Updated March 31, 2023

Hello, and welcome to the Co-op! Our motto is “making local easy” - by shopping the Co-op, you can streamline your local food procurement into a few simple clicks, one delivery, one invoice, and one point of contact. We are so excited to grow food and community, together.

This document contains important information on ordering, deliveries, payment, and terms of service. By buying through GFC, you acknowledge you have read and agreed to abide by all policies outlined below. Terms of Service and other policies in this document are subject to change, in which case you will be provided with an updated document with said changes.

Why should I buy local?

Your customers want local food. People are willing to pay a higher price for foods that are fresh, tasty, and are produced in a way that benefits our environment, health, and the local economy.

Local food is fresh. Our farmers harvest-to-order, meaning your items were likely picked within 24 hours of us delivering it into your walk-in. The shelf life on these products is unbeatable, which not only translates into you serving the highest quality food around, but you'll also decrease expenses from product loss. Foods from corporate distributors can be harvested at least a week (often more) before they arrive, resulting in short shelf life and lost income.

Local food is delicious. You're a chef - you know you can't beat the taste of an in-season, sun-ripened peach or heirloom tomato, the crunchy sweetness of a carrot picked after a frost, or the crisp spice of freshly harvested arugula. Your customers do notice the difference, too - we're sure of this.

Because it's the right thing to do. Climate change, labor exploitation, widespread diet-related illnesses, social inequality, the consolidation of American farmland by big-Ag corporations, animal cruelty, are all direct results of our current industrial food system. We're here to grow the ethical, local food movement with you, making the change one menu at a time.

Why buy through the Co-op, instead of from local farmers directly?

We are your local farmers - just more organized and more efficient from pooling resources and working together. Instead of receiving fresh sheets from several farms, you can see our regional, collective availability all in one place and easily compare pricing and varietal differences. Simply order all the local products you need in one click, and communicate with one central staff person to make sure all your needs are met. You receive one delivery at one time instead of many at all times. GFC will be providing lugs for our producers, which means that you won't have to keep track of dozens of farmers' totes.

Ordering & Delivery Schedule

First and foremost, you will need to [create an account](#) with us online at gorgefarmers.com in order to place an order. Once you're logged into the site as a Commercial, Institutional, Retailer or Wholesale customer, you will see a pricing discount on all items storewide.

Ordering opens Thursdays at 8am and closes Monday at 10am. On Thursdays when the ordering window opens, you will be emailed an order opening reminder with a PDF price sheet attached, for viewing only - orders will be placed online only.

Wednesday deliveries: Wednesday deliveries are made to Lyle, The Dalles, and Mosier, in that order. Deliveries will be received ~10am - 3pm.



Wednesday pickups: 4-6pm in Hood River, Lyle, Mosier, Parkdale, The Dalles, or White Salmon (Goldendale pickup coming May 2023).

Thursday deliveries: Thursday deliveries are made to Odell, Parkdale, Hood River, White Salmon, Bingen, Carson, Stevenson, and Cascade Locks, in that order. Deliveries will be received ~8am - 4pm.

Thursday pickups: 4-6pm in Stevenson or Cascade Locks (coming May 2023).

If you are outside our current service area (Hood River, White Salmon, Bingen, Odell, Parkdale, Mosier, The Dalles, Lyle, Carson, Stevenson, Cascade Locks and Goldendale) please inquire about our ability and cost to deliver to you: thecoop@gorgefarmers.com, or reach out to coordinate a pickup at a delivery location on our route closest to you. Please note our delivery schedule, route, and pickup locations are subject to change. Should that happen, you will be notified of such changes in advance.

Ordering & Delivery Schedule (visual)

| Sun | Mon | Tues | Weds | Thurs | Fri | Sat |
|---|--|------|---|---|-------------|-------------|
| | | | | 1. -START- Ordering opens at 8am  | 2. Ordering | 3. Ordering |
| 4. Ordering  | 5. Order window closes at 10am; all confirmed orders are final | | Deliveries to Lyle, The Dalles, Mosier Pickups 4-6pm in Hood River, Lyle, Mosier, The Dalles, Mount Hood or White Salmon | Deliveries to Odell, Parkdale, Hood River, White Salmon, Bingen, Carson, Stevenson, and Cascade Locks. Pickups 4-6pm in Stevenson or Cascade Locks (Coming May 2023) <i>(Ordering opens for the next week at 8am)</i> | | |

Ordering

Ordering begins Thursdays at 8am and ends Monday at 10am. You can make changes to and/or cancel your order anytime during the aforementioned ordering windows. Please be aware that after the order cutoff deadline, all orders are final, cannot be changed, and will be charged to your account.

You must be logged into your account to view special wholesale customer pricing and place an order. You'll notice that our farmers offer price breaks as volume increases. To add an item to your cart, enter the quantity desired and hit the orange "+" button to the right of the product.

Once items are added to your cart, it is imperative that you CONFIRM your order. We require all customers to submit credit card or eCheck information to confirm orders. If your order is NOT confirmed, you will NOT receive any of your items. Any "unconfirmed" order will receive an email one day before the order window closes alerting you that your order is unconfirmed - note that some items in your cart may have sold out since you first started shopping. Once you confirm an order, you will receive an automated order confirmation email with your order summary. Please note this is NOT your final invoice to be paid - GFC will email your final invoice once your order is assembled on delivery day. If any items you ordered are short, GFC will update your final invoice to reflect the change and you will not be billed for items you did not receive.

When confirming your order, double check that your selected delivery or pickup location is correct. If you need to change a delivery or pickup location for any reason, alert us at least 24 hours prior to the pickup or delivery day.

To set up weekly **standing orders** or to set up **forward contracts** with our farmers, contact thecoop@gorgefarmers.com. You can view a list of all the products we have for sale over the year, including an estimate of when the products are seasonally available, [here](#).

Please note that GFC does not hold inventory; all products are picked and packed to order and delivered to our warehouse. Since we do not store product that isn't already sold, we are unable to accommodate last minute orders at present.

Delivery & Pickup

Deliveries are free for accounts that meet a \$150 order minimum, or a flat \$10 delivery charge if the order does not meet or exceed \$150.

Wednesday pickup options are available in Hood River, Lyle, Mosier, Parkdale, The Dalles, and White Salmon. If you select a pickup option, you MUST pickup your order between 4-6pm on Wednesday. All unretrieved orders are considered abandoned with no refund. All pickups incur a \$2 pickup fee.

GFC delivers product in GFC boxes lined with food-safe plastic where applicable to uphold the highest food safety standards. We appreciate our cardboard boxes back if you are able to save

them for us to pick up at our next delivery; we require that any orange hard plastic lugs are returned to us at the next delivery (once empty).

Any special delivery instructions that differ from the information you gave us upon registration must be included in your order notes.

Payment

We require an eCheck on file to place an order. After orders are assembled and delivered, we will email you your final invoice, and charge the total of your order to the eCheck on file in your account. A paper check payment option is made available on a case-by-case basis to customers in good standing, with pre-approval by GFC. If your business requires an alternative payment other than eCheck (e.g. paper check or credit card) please contact us to determine eligibility. Please note this option is usually only made available to institutional purchasers.

Communication

All communication will be directed through our Manager, at thecoop@gorgefarmers.com (preferred) or work phone # (541) 224-7707. Please note our Manager is in the office Monday through Fridays, 8am to 5pm. Any emails, voicemails, or text messages received outside of office hours will be promptly responded to on the next work day.

Customer service & refund policy

We are proud to offer the highest quality local foods in the Gorge, picked and packed to order. However, we know sometimes the unexpected happens- that's the nature of farming (and life)! In the off chance that your food reaches you in an unacceptable or unsatisfactory condition, or you are missing product that was not taken off your final invoice, you must let us know within two business days of delivery by sending an email, including a photo of the product in question, to thecoop@gorgefarmers.com. We do not offer refunds, but will happily credit your account for the lost goods. Credits issued will be automatically applied to your next order. Please note that customers are responsible for properly storing the product received; we will not issue credits for damages caused by improperly storing products before consumption.

If you select a Wednesday or Thursday pickup option, you MUST pick up your order between 4-6pm. All unretrieved orders are considered abandoned with no refund.

Cross promotion

We want to celebrate our customers who source locally through the Co-op, and send more business your way by highlighting you on our marketing channels. Please tag [@gorgefarmercollective](https://www.instagram.com/gorgefarmercollective) as well as any of our farmers you purchase from on social media posts, and we will be sure to share widely! We will regularly create our own social media posts highlighting our commercial, institutional, grocery, and wholesale customers.

Terms of service

To sustain and expand our wholesale distributor system, GFC and all its enrolled Producers and Buyers are asked to follow certain non-compete guidelines:

- Buyers will not seek to create new business relationships with GFC Producers for sales outside GFC; Producers will not seek to create new business relationships with GFC Buyers for sales outside GFC.
- Producers and Buyers with an established history of doing business with each other prior to joining GFC may continue transactions outside of GFC, though they are encouraged to use GFC instead.
- To the extent possible, encourage the farmers you buy from to sell to you via GFC. This way you can maintain and streamline your local food procurement to the maximum extent possible.
- Violations of the above-listed guidelines could erode the value and viability of the GFC wholesale program and its enrolled Producers and Buyers. Any Producer or Buyer who knowingly violates these guidelines will face indefinite termination of enrollment in GFC's wholesale program.

Thank you for Shopping the Co-op and joining us on the journey of making local, easy. As our inaugural year of operating our wholesale distribution program, we know there will be lots to learn and improvements to make - we openly welcome any and all suggestions, comments, feedback, and questions from our buyers. Cheers to building food and community, together!