



Wholesale Buyers Guide

Updated May 4, 2024

Howdy, 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 Guide 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.

First, you will need to [create an account](#) with us online at gorgefarmers.com. 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. 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. Once items are added to your cart, it is imperative that you CONFIRM your order. If your order is NOT confirmed, you will NOT receive any of your items. Contact us via email to create or edit standing orders.

Deliveries: Wednesday deliveries are available for businesses located along our delivery route in Hood River, White Salmon, Lyle, The Dalles, and Mosier. Thursday deliveries are available for businesses located along our delivery route in Stevenson/Carson, Cascade Locks, and Portland Metro. Option for B-Line or OGC cross-docking and/or backhauling, please inquire.

Deliveries to be received between ~11am - 5pm unless otherwise communicated. Strict \$200 delivery minimum (if your order is less than \$200, the delivery fee will be the difference between your order and \$200). If your business or institution is not along our current delivery route, please inquire and we may be able to accommodate your delivery needs.

Pickup Options: Wednesdays between 4-6pm in Hood River, Lyle, Mount Hood, The Dalles, Goldendale, or White Salmon. Thursdays between 3-6pm in Stevenson and SE Portland. Pickups may be available at those locations outside of the typical 4-6pm hours; please reach out to coordinate.

Our delivery schedule, route, and pickup locations are subject to change. Should that happen, you will be notified of such changes in advance. Please note that GFC does not hold inventory and thus we are unable to accommodate last minute orders; all products are picked and packed to order by our farmers upon order closing.

Payment: We require an eCheck or credit card 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 or credit card 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 or credit card (e.g. paper check), contact us to determine eligibility. Please note this option is usually only made available to institutional purchasers.

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](#) 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.

Communication: All communication will be directed through our staff at thecoop@gorgefarmers.com (preferred) or work phone: (541) 224-7707. Our staff are in the office Monday through Fridays, 9am to 5pm. Any emails, voicemails, or text messages received outside of office hours will be promptly responded to on the next work day.

Noncompete Agreement: 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.