

## **Special Ordering FAQs**

### **When is the order deadline?**

Fridays at 3:00pm. If there are changes to this deadline because of holiday ordering, we will post a notice to our social media accounts and a notice on the special ordering site.

### **When can I pick up my order?**

Orders are ready for pickup on the Tuesday after the order has been placed. Just stop in the store and ask a staff member to grab your order from the back room!

### **Why didn't my whole order arrive?**

Some products may be out of stock from the warehouse, were damaged in shipping, or the wrong thing was sent. You are only charged for the items that arrived. Missing items will need to be reordered when you place your next special order.

### **Why aren't all the products you carry in store available for special ordering?**

Right now, the only vendors that are available for special ordering are UNFI, UNFI Fresh, and UNFI Produce. We carry a wide variety of items from many different vendors, but UNFI is our main supplier.

### **What is the difference between OG1, OG2, and OG3?**

There are 3 different levels of organic-

**OG1-** 100% certified organic, no GMOs

**OG2-** Certified Organic or USDA Organic, typically 95% GMO free

**OG3-** "Made with Organic", 70% GMO free. Can have GMOs in 30%

You can also always look for the "Non-GMO Project" verified label on the product.

### **Do I have to be a member-owner to special order?**

Yes, special ordering is reserved for our Member-Owners. If you're interested in signing up with the Co-op, please talk to a cashier next time you're in!

**How do I pay for my order?**

You'll pay for your order in store when you pick up your items. We won't charge you for the things that didn't arrive or things that were damaged or expired.

**Why are there no pictures?**

Unfortunately, we are unable to provide product pictures. We host our special ordering site through Shopify which does not have an agreement with any of the data hosting companies. We're hoping that sometime in the future as more stores switch to this platform there will be an agreement between Shopify and the other hosts. For now, the easiest thing to do is copy and paste the UPC (12 digit Universal Product Code) and search on your preferred search engine.

**How do Co+op Deals and Co+op Basics pricing work with special ordering?**

When we update our product catalog we include updated Deals and Basics pricing. Items that are included in the current round of Co+op Deals should show the green Deals logo and show the difference between the regular price and the sale price.