



Guide for Buying Clubs & Co-ops

Welcome to the Global Organic Family! We are looking forward to helping you start and manage a successful buying club. Please review the information below to give a clear picture of what to expect as we begin to work together. Questions? Please call our excellent customer service team for help; we are here to serve you.

Wholesale vs. Retail

Please remember that we are a wholesale distributor, not a retail store. In other words, you are not carefully hand selecting each apple in the case for your members. Often, when you receive a case that has come directly from the farm, you may find an apple or two that is not as nice as the others. While we are sticklers for quality, we can't weigh every box or count the contents so there is some wiggle room on weight and amount. If you prefer more precise weights or counts, you might want to consider an order through our re-pack program or half cases which are available on select items and are made in-house. You will do best if you over order slightly and have a few substitutions in mind just in case we are out of an item when you call.

You are going to be the new produce manager for your club. You should be prepared to find imperfections when you purchase wholesale. When we purchase from our farming partners, the USDA guidelines allow for a certain percentage of inconsistency within each case of product. This is the nature of fresh produce and the wholesale business. Despite these small inconsistencies, you will still benefit from buying wholesale.



Budget

We know you are working with a budget. While we do our best to fill your order exactly, sometimes Mother Nature changes her mind about weather conditions or other factors that impact our inventory. If something you wanted is not available, your sales associate can help you find alternatives that will fit your needs. There may be slight variations in price. On the other hand, from time to time we have

product that is “cosmetically challenged” (this may be noted as “choice” on the price list) but still excellent for eating or juicing. Your sales associate can help determine whether these products will work for you.



Please know that our pricing changes DAILY. You will begin to appreciate the cycle of seasons and migration of growing areas. If you place your order a week before delivery, the pricing will be adjusted at the time the order is assembled. Sometimes this will mean a reduction in price, other times it will result in an increase. We also will not necessarily have the same inventory a week after you place your order. Our goal is to get our inventory out the door as quickly as possible so that we maintain quality, freshness, and nutritional value. Placing an order too far in advance will result in extra time for both you and our team as adjustments will be necessary. Your sales associate can help guide you as to when the best time to place an order will be.

Finally, we strongly encourage you to call rather than e-mail your order. We may have received something that is not on the price sheet that may interest you. Our sales team is constantly out in the coolers looking at products and can make recommendations based on your specific preferences and needs.

How to Design Your Order

Most of our buying club customers use a mix of vegetables and fruits in their weekly or bi-weekly shares. If you know you want a green each week, you can flex between kales, collards, or chards, for example. The more flexible you are in your planning, the easier time you will have putting together the order you want for your club.



You might want to also consider our eggs, juices, nuts, grains, and other dry goods for your members. We will also help link you to producers of meat products if you are interested. Farm fresh organic milk is on a pre-order basis as we get it fresh from the dairy and our goal is to get it to you as quickly as possible. You can order directly through a Global sales associate. For meat products, we will give you the ordering information and you will work directly with the vendor, but we will gladly deliver it with your produce order. Every buying club or co-op has its own way of conducting business. In our experience, those clubs which collect money from the members in advance of the next order do best.

Please review our payment terms closely so that you can design a system that works for you and your members.



Organic Produce and GMOs

You should be confident telling your customers that ALL of our organic produce is certified and legitimate, regardless of the country of origin. Many people seem to think that Mexican product is not organic but we know our farmers and assure you that their practices meet our high standards. We have the organic certification from each of our farms on file. Also, all certified organic produce is NON-GMO. Yes, even the corn! You may come across hybrids and varieties like seedless watermelon, but there is no genetic tinkering allowed in the world of organics. We promise.

Ordering and Cut-off Times

You will be given a cut off time for your order placement. We ask that you adhere to that time as we cannot hold up truck departures for late orders. Once your order is completed, there are many people involved in getting your beautiful produce to your door. Please allow time for quality control and the order selectors to do their job. If you wait until the very end of the day to place your order, we may have exhausted part of our inventory. The earlier in the day that you order, the more likely you are to get the items you want. When we receive the product, at times it may not meet our quality standards and we will not ship the product. You may see a “short” on your invoice. If you do not want to have one less item for your members, just tell your sales associate and we will have the warehouse contact you with some ideas for a substitution or you can simply ask that we substitute on your behalf without disturbing you. Please note that if you choose to be contacted, the call may come late at night. Most importantly, please check your order confirmation for accuracy!





Our Facility

We welcome visitors! If you live in the area or if Sarasota is your vacation destination, please call for a tour and come meet the team! We are in a state of the art, food secure warehouse. We have our own organic certification and we are also audited and certified by Primus Labs. This means that your food is handled safely and professionally all along the way.



Delivery

Our deliveries are determined by route, not appointments. We are a Green Business and we run the most efficient routes possible in order to minimize our carbon footprint. We cannot adhere to appointments and as routes change and new people join; your delivery time may vary. We do our best to accommodate you and you will find our drivers to be outstanding, but they simply cannot guarantee you a delivery time. You are welcome to call us and we will get in touch with your driver and get you an E.T.A. on the day of your delivery.



Returns & Credits

From time to time you may find that a product is not what you expected. While we don't issue credits for taste, if there is a concern about quality or if we accidentally sent you the wrong item, please speak with your sales associate. We ask that you review the return and credit policy and adhere to the guidelines. We cannot issue credits after 24 hours from the time of delivery. If you have a large order, our driver cannot wait while you examine each product but we encourage you to examine your order shortly after it arrives and contact us immediately if you have a question or concern.

Payment

Please remember that your payment is due upon delivery, C.O.D. (credit cards accepted). We cannot take checks from your members. Meat invoices will accompany your order where applicable and you are responsible for paying the vendor directly.

Once again we welcome you to the Global Family! We look forward to a long and successful relationship. Thanks for helping us fulfill our mission to bring organic produce to as many people as possible.

Sincerely,

Jim Heather *Karen* *Scott*
Diana Golden *Mary* *John*

The Sales Team

