

NORTH QUABBIN COMMUNITY CO-OP

Instructions for Ordering from Associated Buyers Catalog

Please read this carefully before contacting us with questions. We appreciate it, thanks!

CATALOG

1. The catalog is available as a pdf on the website www.nqeats.org.
2. A physical copy of the catalog with order forms is available at the co-op during normal business hours Wed-Friday 10am-6:30pm and Saturday 10am-4pm.

ORDER FORMS

1. After reviewing the catalog, please fill out an order form with your selections.
2. Make sure you are ordering from the catalog that is the same month as the month you will be placing your order.
3. Order forms are available for download via the website and at the store. Excel templates are available to download from the website and can be sent in by email to Robin at shtulman@edthewizard.com.
4. If you are not sending in the order electronically, please print out the order form and fill it in by hand.
5. There are two order forms—one for sales taxable items and one for non-taxable items. **ALL FOOD ITEMS ARE NON-TAXABLE. ALL NON-FOOD ITEMS ARE TAXABLE**, such as household, personal care products, media and clothing items. Please check to make sure you are filling out the appropriate order form.
6. The Co-op will not allow purchases of carbonated beverages.
7. There will be no repacking or splitting of items. If you'd like to get together with a few friends and order a large amount of something to split at your home, that's fine!
8. After filling in the appropriate information for your items in the order form, you must calculate your own totals.
9. Please use the appropriate box on the order form to calculate the co-op's 15% surcharge and add it to the subtotal.
10. The abbreviation EXT in the catalog and on the order form refers to the Extended Price. It is the Size x (Unit)Price. The EXT is the cost you are paying for an item. Price, on the other hand, is the unit price of the item.

PLACING YOUR ORDER

1. The Co-op will be placing orders with Associated once per month.
2. An e-mail reminder will be sent out at least one week before the order deadline.

3. To complete your order, mail your order form(s) or bring them into the store during normal business hours. Forms can be mailed to **North Quabbin Community Co-op, 131 West Main Street #222, Orange, MA 01364**
4. Your order will not be placed unless you have paid in full. Payment can be made with cash, check or charge/debit.
5. Because prices can change without notice, we may contact you with an adjustment to your order. You must pay the balance of any change in your order within one week.
6. If the combination of our members' orders does not meet the Associated Buyers' minimum order of \$350, the order will be postponed until the minimum is reached. You will be notified by e-mail if this occurs.
7. Checks received with insufficient funds will incur a \$35 fee. Two bounced checks will result in the co-op insisting on a money order or cashier's check.

PICK-UP

1. Pick-up will be on the second Wednesday after you place your order, from 4 to 7pm. (the same time/day as co-op produce pick-up). For example, if you placed your order on November 6th, your bulk order will be available for pick-up on Wednesday, November 18th. Special arrangements can be made to pick up your order during other normal business hours.
2. The pick-up site is at the North Quabbin Community Co-op, Room #29 which is located at the Orange Innovation Center at the rear of the building. The OIC building is at 131 West Main Street in Orange.
3. Please remember to bring your own bags and boxes for pick-up.

RETURNS

1. The Co-op will try to catch missing or damaged items as we receive our order from Associated. If you notice any damaged or missing items and need to return something, you must contact us within 3 days to arrange a return of your item to Associated. You must also follow the return policy of Associated Buyers which is pasted below:

We will **not be responsible for any freight charges** on product returned by any means other than our trucks. If you get delivery via any common carrier, please be aware that you will NOT be able to return unwanted or damaged product. Please sign the bill of lading listing damages. We will file a claim with the trucking company who delivered your order. Returns do not guarantee credit will be issued. All claims must be verified by our internal staff. If claims cannot be substantiated, product will be returned on your next order at no additional charge.

*****PLEASE NOTE:** We cannot accept returns on books, CDs or apparel since doing so diminishes the quality of the merchandise. Exchange CDs directly with Putumayo.

*****PLEASE NOTE:** All products **MUST** be returned in the original packaging and in resaleable condition. Price stickers must be removed prior to returning and products must be in the original lot size sold. Organic repacked product must have the AB label with the lot number. **NO EXCEPTIONS WILL BE ALLOWED.** Associate Buyers reserves the right to charge a 10% restocking fee on all misordered or overstocked items. All credits are issued upon receipt of the merchandise to our warehouse for evaluation.

QUESTIONS?

Bulk ordering questions can be addressed to:(please try to ask questions via email first, rather than phone)

Robin Shtulman, Bulk Buying Collator, shtulman@edthewizard.com

Amy Borezo, Co-op Coordinator, 978-544-3839