



How to Place a Pre-Order

Pre-ordering your groceries is a great way to save time and money while supporting the Creamery. We can order thousands of different products from our distributors, including products that we don't normally stock on our shelves. Pre-orders from the UNFI Buying Club will be ordered for you at no extra cost. All other items will be discounted at least 10% from our retail price. Here's how to order:

1 To search the online UNFI Buying Club catalog, go to <http://customers.unfi.com> and login to our Buying Club account: `username: Chesterfield1`
`password: Buyingclub1`

You can search for products by name, brand, or category. Refine your search to find monthly specials or filter out certain allergens like wheat or dairy. Or filter by organic, kosher, vegan, non-GMO, etc. If you would like assistance learning to navigate the UNFI online catalog, email membership@oldcreamery.coop and a Pre-Order Volunteer will set up a meeting to go through the online catalog with you.

2 When you find the product you would like to order, please do NOT add it to the Online Shopping Cart. Instead, fill out the paper Pre-Order Form located at the cashiers, or fill out the form online by going to our website: www.oldcreamery.coop and clicking on the sidebar link to the Pre-Order Form.

Please use a separate form for each product. If you know the 7-digit UNFI code or the UPC bar code of the product you are ordering, please include it. Please also describe the product to the best of your ability, including brand, variety, flavor, quantity, and package size. You may also attach the label of a product to the paper form to ensure accuracy. If you are not sure about the availability of a product, fill out an order form anyway and check the box to be called. We will notify you of the case price before your order is placed. Otherwise, you will be responsible for paying the price as charged by the store.

3 Give your paper Pre-Order Form to a cashier or submit your form online. You will receive a phone call from the store when your order is ready for pickup. Please note that our storage space is *extremely* limited, especially for perishable items. ALL orders MUST be picked up within THREE days of arrival or it will be returned to the warehouse and you will be charged a 20% restocking fee.

4 To pick up your order, simply notify the cashier. They will retrieve your form and you may pay for your item. If the item is heavy, you may be asked to pick it up at the delivery door by the ATM.

Thank you for Pre-Ordering! Please share your feedback and help us spread the word.

Old Creamery Co-op
PRE-ORDER BUYING
Additional Guidelines and Policies

1. Pre-Ordering is a service offered to the community to help you lower your food costs, decrease unnecessary packaging, and enhance the Creamery's financial stability. You do not need to be a member-owner to place a pre-order. However, customers who abuse the Pre-Order Buying program by not claiming or paying for their orders in a timely fashion will be required to pay a 20% restocking fee and may lose their Pre-Order buying privileges.

2. PRODUCTS Anything that we carry on our shelves can be pre-ordered, including grocery items, snacks, drinks, baking ingredients, beer, wine, produce, dairy products, frozen goods, and personal care items. If we have carried it in the past, most likely we can order a case for you. If we have never carried the product before, you may still submit a form and we will notify you if the product is available from our distributors. If you can include a UPC code or attach a clipped label to your Pre-Order form it will help us to identify the right product.

3. UNFI carries a large selection of natural food products and also offers regular monthly specials. You can view the monthly specials catalog at <https://customers.unfi.com/pages/publications.aspx>. We will always honor special pricing when available. Please be sure to order items in the monthly specials catalog before the last Monday of the month to receive this extra discount.

4. ORDERING Orders from UNFI submitted by 3PM on Friday will be placed with anticipated delivery on the following Monday, except when Monday is a legal holiday, in which case the items will be delivered on the following Tuesday. You will be notified when your order is ready for pickup. Items from other distributors may be delivered on other days of the week. Please do not call the store to ask if your item has arrived yet. We will call you. Occasionally an item may be out of stock, backordered or a mis-pick. Again, you will be notified if this is the case.

5. If there are any customer driven errors in the order, you will be responsible for payment of the product. If it can be returned, there will be a 20% re-stocking fee.

6. PRICING Items will be priced to cover the cost of purchasing and processing your order. For UNFI orders, you will be charged the price invoiced to the store which may vary slightly from the listed catalog price. For all other orders, you will receive at least 10% off the regular retail price. All pricing decisions are made by the Grocery Manager and are final.

If you have any additional questions about placing a Pre-Order, please contact Tom at grocery@oldcreamery.coop. Thank you for pre-ordering through the Old Creamery Co-op!