

Food Connects Food Hub Customer Policies

Food Connects values diversity in all forms and prohibits any form of discrimination or harassment of our employees, especially with regard to race, ethnicity, religion, age, gender identity & expression, sexual orientation, disability, veteran status, or any other category of people typically marginalized or legally protected. We expect our partners, vendors, and customers to make the same commitment. We reserve the right to stop serving or working with any party in violation of this standard.

Order Deadlines

- Order online at shop.foodconnects.org
- Orders are due by Monday at 10 am for Wednesday or Thursday deliveries.
- Orders are due by Wednesday at 10am for Friday or Monday deliveries.
- Certain items have special deadlines, view [Food Connects Order Guidelines](#) for a complete list of product deadlines.

If you have questions about these deadlines, or are uncertain which day(s) of the week Food Connects can deliver to you, please get in touch with one of our sales representatives by emailing sales@foodconnects.org.

Please know that our order cycle is subject to change based on holiday schedules, inclement weather, and general route adjustments and expansions. You will receive adequate notice whenever changes are made to the order cycles.

Order Minimums

As part of your customer onboarding, the Food Connects Sales Team will inform you of your minimum order based on your delivery address. Please note that your minimum order may be subject to change. You will be notified of any needed adjustments. If you are a current customer and are uncertain about your minimum order, please contact sales@foodconnects.org. If you place an order that is less than your designated minimum order, Food Connects reserves the right to re-schedule your delivery as necessary.

Deliveries & Pick-Ups

Food Connects drivers must have a safe area for delivery. If pick-up and/or delivery locations are deemed unsafe due to hazardous materials, blocked entryways, or other environmental concerns, Food Connects will contact customers to address the issue and provide a warning. If unsafe conditions continue, Food Connect has the right to terminate service.

Holidays and Closures

The Food Connects Food Hub currently delivers 51 weeks per year, 5 days per week.

We are closed for one week around the Winter Holiday season, typically the week between Christmas and New Years.

We will adjust our delivery schedule accordingly to accommodate the following holidays:

- New Year's Day
- Memorial Day
- 4th of July
- Labor Day
- Indigenous Peoples' Day
- Thanksgiving
- Christmas Day

Inclement Weather

In the event of inclement weather, we may need to reschedule deliveries. If this happens a Food Hub Team member will communicate directly with affected customers via phone or email to provide an updated schedule.

Invoicing Policy

When you submit an order via shop.foodconnect.org, you will receive an order confirmation. This order confirmation does not serve as your formal invoice. Payable invoices are provided upon delivery and sent via email on the day of delivery.

Please let us know if you would like to opt out of receiving a payable paper invoice upon delivery.

Fuel Surcharge Policy

Due to the rise in global fuel pricing, Food Connects has instituted a fuel surcharge of 1.25% of total invoice amount. This % fluctuates based on the current market price of diesel and is reassessed on a regular basis.

The fuel surcharge is automatically added to your payable invoice.

Payment Terms Policy

All new customers have terms of 15 days. After a 3-month introductory period new customers will be eligible for net 30 terms if they enroll in autopay.

All current accounts have 30 days upon issuance of their invoice via email to pay for their order via check, ACH, or credit card. See more info about establishing Autopay in our "Payment Methods Policy" section below.

On a case-by-case basis, current customers with historically reliable payment practices may be eligible to maintain their pre-existing term agreement.

If your company would like to request different terms, please email our finance team at: bookkeeper@foodconnects.org & businessmanager@foodconnects.org.

Credit Limits

All new customers have a 3 month introductory period. During this time, accounts have a spending cap of \$2,500. Any account that reaches its \$2,500 limit will be frozen until payment is received. Late payments will be charged a late fee as outlined in the "Fees and Late Payment Policy" section of this document. New accounts may request an increase to their introductory spending limit. Requests will be considered on a case by case basis-

Fees and Late Payment Policy

Effective January 1, 2025, any invoices that are **15 days past due will incur a 1.5% monthly finance fee**, representing an annual rate of 18%. For example, an invoice that is due June 1 will incur a 1.5% charge on June 15, an additional 1.5% charge on July 15, another 1.5% on August 15, etc for an accumulated annual rate of 18%. *We will not assess fees on finance charges, only past due amounts from purchases.* These finance fees will be emailed on unique invoices, separate from sales invoices. Please ensure you have access to emailed invoices to ensure you see these late fee charges. Contact your sales representative or our Business Manager if you need to be given access.

In addition, any accounts with an invoice **30 days past due will be frozen and restricted from placing new orders**. In order to unfreeze an account and resume orders, you must speak to a member of our sales or accounting teams and establish a mutually agreed upon plan for paying all past due invoices. On an as-needed basis at Food Connects' discretion, payment plans may be made available via automatic ACH withdrawal or credit card.

We assure you that you will receive multiple notices, via email and phone, from our accounting and sales teams before an account is frozen. If an account is frozen three times, Food Connects and the customer will meet to assess whether Food Connects can continue to service this account.

Any customer who has had their account frozen may be required to pay by check/cash upon delivery (COD) or Autopay same day as delivery, to maintain their account with Food Connects. This is assessed on a case-by-case basis.

Any customer who accumulates an overdue balance and is unresponsive - for a period of 3 months (90 days) - to multiple communication attempts by our team will be subject

to collections by a third party agency. That customer will be responsible for any and all collection costs and fees associated with their overdue balance. This is truly a last-resort reserved for egregious and rare cases and we will do our best to avoid this option.

Payment Methods Policy

Customers have 3 different payment options. If you have any questions or wish to change your payment method, please email our Business Manager at businessmanager@foodconnects.org.

- **Autopay:** this is our preferred method of payment, which automatically deducts each invoice amount on its due date in alignment with customer terms. Customers can enroll themselves in autopay via any invoice email - just click the "Enroll in Autopay" button - or by contacting a member of our team.
 - ACH (free)
 - Bank to Bank network (free)
 - Credit Card (3.2% + \$0.30, subject to change by our payment processor)
- **One-time Electronic Payment**
 - ACH (free)
 - Bank to Bank network (free)
 - Credit Card (3.2% + \$0.30, subject to change by our payment processor)
- **Check:** You can mail a check to the address provided on the invoice and below.
 - Food Connects, 22 Browne Court Unit #110, Brattleboro VT, 05301

Late Order Policy

Food Connects cannot guarantee that late orders will be accepted past the order deadline.

We do our best to accommodate late orders and order additions placed shortly after your given deadline. However, a large portion of our offerings are classified as 'Just in Time' products that are not kept in our inventory and these items require sufficient time for Food Connects to acquire and ensure availability by your delivery date. Please check with us before placing any late orders, and know that placing an order past your given deadline greatly reduces the likelihood of you receiving that order.

Order Cancellation Policy

You can cancel any order before 10am Monday for Wednesday and Thursday deliveries, and before 10 am Wednesday for Friday and Monday deliveries.

If you are experiencing a facility emergency that inhibits the safe storage of your ordered product, please reach out to us directly about rescheduling or postponing your order delivery.

Credit & Return Policy

If you would like to request a credit for an item that is:

- not delivered
- not the item you ordered
- past or very close to its sell-by date
- not acceptable quality
- damaged

Please contact Food Connects within 24 hours of delivery and include:

- Information about why you are requesting the credit
- A photograph showing the quality issue and product lot number or sell-by date. Please indicate to FC when the attached photo was taken.
- Please send us as much detail as you can: the more information we receive, the better we can diagnose the cause and prevent the problem from happening again.
- Please do not dispose of any products before communicating with us. In some cases we may ask to pick the product back up.
- Due to food safety regulations, any returned product must remain in its original packaging and stored in adequate food safety temperatures from the time of receiving to the time of the return. If Food Connects deems a product has not been safely handled, we may not be able to accommodate a return.

*****If Food Connects receives notice after 48 hours of delivery, the credit may not be considered.**

Food Connects cannot accept returns of products that were:

- Ordered accidentally
- Ordered by an unauthorized representative of your organization
- Special orders, except in the case of a quality or food safety issue

Credits Issued

Credits - When credits are issued, you will receive an email with your credit memo. Please apply this credit to an open invoice. Food Connects will not apply credits for you unless given written permission to do so with the Food Connects Finance Team. At the end of each fiscal quarter, Food Connects will remit checks for any unapplied credits.

Customer Conduct

Customers are expected to treat and communicate with all Food Connects staff in a manner that conveys mutual respect, dignity and equality. Violence of any kind, physical or verbal, will not be tolerated. If a customer violates this code of conduct, Food Connect reserves the right to terminate service.

Contact Us

Have questions? A member of our team is happy to help you with them!

- Ramelle Schepp: Retail Sales Specialist, ramelle@foodconnects.org (802) 451-0550
- Cori Brago: Retail Sales Specialist, cori@foodconnects.org (802) 317-7293
- Patrick Ackerman-Hovis: Institutional Sales Specialist, patrick@foodconnects.org
- Pete Bayliss: Institutional Sales Specialist, peter@foodconnects.org , (802) 348-2178
- Finance Office:
 - Lee Halpern: Deputy Director, businessmanager@foodconnects.org, (802) 689-8711
 - Karen Sprague: Bookkeeper, bookkeeper@foodconnects.org, (802) 451-0464
- David Paysnick: Food Hub Business Development Manager, david@foodconnects.org, 802-451-0545
- McKenna Hayes: Food Hub Director, mckenna@foodconnects.org, 802-578-1025