



## Special Order Policy- Grocery Effective August 16, 2010

1. **A Special Order is a service that allows a customer to order case lot quantities of a product at a discount.** Special Order Discounts are as follows:
  - a. Members of Mississippi Market Co-op receive 10% off the current price, including the sale price, except on sale items marked as 'While Supplies Last'. Non-members of Mississippi Market Co-op, including members of other area Co-ops receive a 5% discount off the current price. Sale signs will indicate if the item is a 'While Supplies Last' special.
  - b. We will offer the sale price on an item for special orders placed from the day that sale signs are put up through the last Friday of the sale cycle. We cannot extend the sale price beyond what is printed on the sale sign.
  - c. To facilitate order accuracy and guarantee sale prices, special orders must include specific and clear information about brand, variety and size.
  - d. We are unable to give rain checks on items that are out of stock. There are no exceptions.
  - e. Special Order Discounts are given when a customer orders:
    - i. Bulk foods ordered by the minimum amount required by a vendor, usually 25 or 50 pounds. Custom made bags (An order for 10 pounds of oats when the vendor ships in units of 50 pounds) will not receive a discount.
    - ii. a full case of a product (case sizes vary depending on the product).
    - iii. Items that we do not regularly stock must be ordered in the minimum number required by the vendor to receive the discount.
    - iv. A minimum of 3 units must be special ordered to receive the discount on items we regularly stock that the vendor sells in individual units. For example, to get a special order discount on a 20 lb bag of dog food you would need to order 3 bags.
  - f. Discount pricing doesn't apply to eggs, milk, or butter.
  - g. Member coupons and manufacturing coupons can't be used in conjunction with special orders.
  - h. We can only place special orders for products offered through one of our current vendors.
  - i. On occasion, Mississippi Market will offer cases of certain products at a special price. This price already factors in a case discount, and no further discount is given on these items beyond the special price, as stated on the sign.
2. **Special Orders will be placed each time we order from that particular vendor.**
  - a. Customers may place orders in person or over the phone. When placing orders by phone please verify which store location you are ordering from- West 7<sup>th</sup> or Selby.
  - b. Special orders must be picked up from the store they are ordered from. We will not transfer goods from one store to the other.
  - c. Customers must supply an active phone number on their special orders.
  - d. Customers will be called when their order comes in.
  - e. Customers have 1 week to pick up their orders. After this time the product will either be restocked or returned to the vendor.
3. **For Special Orders, All sales are final.**
  - a. Refunds will only be given for tainted, spoiled or damaged products.
  - b. We reserve the right to decline any special order.
4. **Prepay Policy**
  - a. Special Orders for items we don't regularly carry must be prepaid.
  - b. Special Orders that total \$100 or more must be prepaid before the order is placed at either store location.
  - c. Due to limited space, Mississippi Market reserves the right to require prepayment on orders for large quantities or bulky items.
5. **Other Departments**
  - a. The special order policy can vary from department to department.
  - b. Please check with a particular department to find out more information.