



# River Market Community Co-op

## Special Order Policy

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The co-op can place special orders for owners and non-owner customers. This is one of the great benefits of shopping at the co-op.

1. A special order can be placed for **whole cases of a product**. Case sizes are determined by the manufacturer or farmer. If you have a question on a case size, please inquire before requesting an order.
2. Wellness items may be ordered in quantities of eaches. The department manager will approve your order.
3. Non-owner customers may not special order items we do not currently carry in our store.
4. If you have a question regarding price, we encourage you to inquire with the department manager before ordering. Department managers are responsible for pricing out special orders.
5. **Owners** will receive **case discount pricing** on special order cases. **Non-owner customers** will be charged **full retail case prices**.
6. **Owners** can place an order for **up to 6 cases** at one time. **Non-owner customers** can place an order for **up to 2 cases** at one time.
7. We have pick-up expectations for special orders we have placed at your request. They are as follows:
  - **Fresh Items**: within **1-2 days** of being contacted
  - **Perishable Items** (Refrigerated and Frozen): within **3-5 days** of being contacted
  - **Non-Perishable Items**: within **5-7 days** of being contacted
8. If you miss your pick-up window:
  - We reserve the right to stock out orders for items we currently carry if the special order is not picked up in the time listed above.
  - There will be no stock-outs on items we do not carry. If you have ordered **an item we do not carry** you will be **required to purchase it**.
9. Special order **exclusions** are as follows: **eggs, fluid milk, fresh bread**
10. **Special orders are final sales**. Please, inspect your order before purchase.

**We reserve the right to adjust order limits and category restrictions based on order volume and product availability.**

**We reserve the right to cancel special order status for non-owner customers that do not meet the above laid out requirements. Non-owner customers may also be required to prepay on special orders.**