

# Golden Harvest Fruit Sales, Inc.

## Frequently Asked Questions...

1-800-826-9099

PO Box 2549 • Fort Pierce, FL 34954

[www.goldenharvestsales.com](http://www.goldenharvestsales.com)

**Q. How do I get started?**

A. It's easy, just fill out the credit agreement (authorization form) and fax or mail it in by October 15th! You can start to take orders for fruit immediately!

**Q. How do I obtain prices?**

A. Prices vary from year to year depending on freight costs, etc. Please call or e-mail us in September for the upcoming season's prices. (Prices and fruit varieties are subject change in the event of a freeze or other natural disaster.)

**Q. What is my profit margin?**

A. Your profit margin criteria can easily be met with our product since you control the profit margin by setting your own selling price. We recommend anywhere from a \$4.00-\$10.00 mark up depending on box size and variety of fruit. You decide what works for you!

**Q. How is the Fruit packaged?**

A. Golden Harvest takes a "no frills" approach to keep the cost down and your profits up! The fruit comes packaged in a simple yet attractive "full" (4/5th) or "half" 2\5th box.

**Q. What does "4\5th" or "2\5th" mean?**

A. It refers to 4\5<sup>th</sup> or 2\5<sup>th</sup> of a bushel. The 4\5<sup>th</sup> or "FULL" box weighs approximately 36-40 lbs and the 2\5<sup>th</sup> or "HALF" box weighs approx. 18-20lbs.

**Q. How do I place my fruit order?**

A. You will receive a fruit schedule that will tell you the order dates and varieties fruit we offer each month. Due to high call volumes on order days we *strongly* encourage those who are able, to place their order online. Just go to our website at [www.goldenharvestsales.com](http://www.goldenharvestsales.com) you will need your account number and password located at the top of your green price sheet or bright orange schedule. Of course, you are always welcome to call in your order if you find that easier.

**Q. Should I order extra fruit?**

A. Yes, we strongly encourage you to order some extra, even if it's just a box of each. You will want to designate a box of each variety just in case someone needs a replacement piece of fruit. In the rare event that you encounter a box shortage or spoilage, please call us **within 48 hours of delivery** in order to receive the appropriate credit. Please let your customers know that they must notify you immediately if replacement pieces are needed.

**Q. Is there a minimum Order?**

A. Yes, for **CITRUS**, depending on how far west you are, you will have a minimum order of 100 or 150 (40 lb) 4<sup>5</sup><sup>TH</sup> **EQUIVALENT** cartons. For **APPLES**, the minimum order is 200 boxes. (Each box of apples is approximately 20 lbs).

**Q. How much fruit is in each box?**

A. It depends on the size of fruit in the box. The bigger the piece of fruit, the less that will fit in the box, and the smaller the fruit, the more in a box. For **CITRUS**, boxes will weigh approximately 20 or 40 LBS regardless of the number of pieces in the box. Since we do not sell by size, but by weight only, you will receive a range of sizes upon delivery. **APPLES** only come in an approximately 20lb box and there will be anywhere from 32-56 apples in each box.

**Q. What is in the variety box?**

A. In November\December: 16-20 Navels, 6 Grapefruit & 10 Tangerines.  
In January: 16-20 Navels, 6 Grapefruit & 6-8 Minneola Tangelos (Honeybells)  
The variety box only comes in the 2<sup>5</sup>th (20lb) box.

**Q. Can we request a certain delivery date\time?**

A. On the sheet that shows your order dates, it also shows you when the delivery dates are. It is a range of 3-4 days that the truck will be in your area. We will take your request and do our best to see that you get the date you want. However, we do ask that you stay flexible and available for the days listed until you find out what your delivery date and time will be. You will need between 5-10 volunteers, depending on the size of your order, to help unload the truck (the truck driver does not help unload).

*Please note: Delivery could ANY of the days listed on the schedule and could change from month to month.*

**Q. How do I find out when my fruit will be delivered?**

A. You will receive an e-mail the Friday morning after your order day. It will tell you when your delivery is scheduled for and confirm your order. If you don't have e-mail or don't receive the email, please call us Friday afternoon get this information.

**NOTE: Remember not to schedule your fruit sale/pick up to close to the scheduled delivery time. If the truck has a flat tire or gets caught in traffic you will want to give yourself a time "cushion".**

**Q. Will I be able to be in touch with my driver?**

A. Yes, we will email you with your driver's name and phone number, the morning after he gets loaded.

**Q. What if the driver calls me wants to deliver early?**

A. We tell all drivers, if they are early, and they want to call to see if you are available to take delivery, they may do so. **HOWEVER**, we also tell them, if you are unavailable or it is inconvenient for you, then they will then need to wait for the scheduled delivery time that they agreed to when they took the load. ***YOU ARE NEVER REQUIRED TO TAKE THE FRUIT EARLY UNLESS IT WORKS FOR YOU!***

**Q. Once the fruit is delivered, then what?**

A. Once you have confirmed your box count, the driver will have you sign for delivery, and you can begin to distribute your fruit. In the unlikely and rare event that the box count is off or if there is any other delivery issue, documentation must be made on the driver's paperwork when signing for the fruit. This will allow you to receive the appropriate invoice adjustment or credit.

**Q. How do I receive my invoice?**

A. All invoices will come via e-mail, usually a day or two before your fruit arrives (Tuesday\Wednesday after order week). If you cannot open your e-mail, don't receive the email, or don't have email, please call us immediately so we can re-send it or fax it. You must pay the balance from the month before in order to be able to place another fruit order for the next month.

**Q. How do I pay?**

A. We accept check, money order, or bank transfer, (Canadian customers please pay in U.S. funds) and credit cards (fees apply, call to inquire).

**Q. Where are Apples available?**

A. TN, NC, SC, MS, AL, GA, FL for right now. We will keep you informed; your state might be next.

**Q. Do you offer any advertising materials? What is the cost?**

A. Yes, we offer a variety of posters, order brochures and post cards. All advertising materials are free when you sign up for the program. The only cost is the UPS shipping charge. This will be added to your invoice. Advertising materials are sent by request only. Please call or go online to order.

**Golden Harvest prides itself on being able to  
provide you with the sweetest and most  
delicious fruit available!  
Come join our family!!!**