

Golden Harvest Fruit Sales, Inc.

Frequently Asked Questions...

Q. How do I get started?

A. It's easy! Just fill out the credit agreement (Authorization Contract) and fax or mail it to us by October 15th, if the deadline is past just give us call! 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 email us in September for the upcoming season's prices. (Prices and fruit varieties are subject to change in the event of a freeze or other natural disaster.)

Q. What is my profit margin?

A. You set your own profit margin. We will give you a range of "recommended selling prices" for each fruit on your Price Sheet (green). It is up to you to decide what is appropriate for your area. Your profit margin is the difference between the "fruit with freight" amount you pay us, and the "recommended selling price" you charge your customers.

Q. How is the fruit packaged?

A. Golden Harvest takes a "no frills" approach to keep your costs 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 4/5th or 2/5th of a bushel. The 4/5th or "FULL" box weighs approximately 36 - 40 pounds. The 2/5th or "HALF" box weighs approximately 18 - 20 pounds.

Q. How do I place my fruit order?

A. You will receive a Schedule Report (orange) advising you of the order dates and fruit varieties offered each month. Due to the high volume of calls on order days, we **strongly** encourage you to place your order online. You will need your account number and password located at the top of your Price Sheet (green) or Schedule Report (orange). Enter them on our website at www.goldenharvestsales.com, and place your order. You are always welcome to call in your order if you find it easier.

Q. Should I order extra fruit?

A. Yes. We strongly encourage you to order a minimum of one box of each variety you sell as extras. You will want these in case you need to replace a piece of fruit. In the rare event you encounter shortage or spoilage, please call us **within 48 hours of delivery** in order to receive the appropriate credit. Pictures are required on

considerable amounts of spoilage. Please let your customers know they must notify you immediately if replacement pieces are needed. You may also want to order a few extras of the most popular varieties for those folks who didn't get their orders in on time, or have found they need additional boxes.

Q. Is there a minimum order?

A. Yes. The minimum order for most locations is 100 4/5ths equivalent boxes. Your minimum order can be found under the chart on your Schedule Report (orange). REMEMBER – it takes two 2/5th boxes to equal one 4/5th box. If fairy fees apply costs will be split 50/50 between your organization and Golden Harvest.

Q. How much fruit is in each box?

A. It depends on the size of fruit in the box. We offer navel sizes ranging from 40 – 80 and grapefruit sizes ranging from 27 - 40. You will receive the average range of sizes the trees produce for the season. The size is an indication of the number of pieces of fruit in the box.

Q. What is in the 50/50 COMBO?

A. The combo box consists of navels and grapefruit available in November & December. The combo box only comes in the 2/5th (20 pound) box.

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

A. Yes. The first column of your Schedule Report (orange) is your order dates and the second column is the range of delivery dates. When you place your order with us, we ask for a first and second delivery request. We will do our best to fill one of those requests for you, but cannot promise dates and times in advance.

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

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

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

NOTE: Remember not to schedule your fruit sale/pick up too 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. If the delivery is before/after our office hours we will email you with your driver's name and phone number the day of your delivery. Please stay flexible and available the day your fruit is to be delivered. The driver will contact you one to two hours before your delivery. He may need additional directions, so we ask every contact be prepared with this information.

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

A. If the driver should arrive early, he may call to see if you would like to accept your order. If you are unavailable, or it is inconvenient for you, the driver will be happy to wait for your scheduled delivery time. You are NEVER required to take delivery early unless it works for you. **The driver does NOT help unload.** Depending on the size of your order, you will need five to ten volunteers to help with this task.

Q. Once the fruit is delivered, then what?

A. Once you have confirmed your box count, the driver will ask you to sign for the delivery, and you can begin to distribute your fruit. In the unlikely and rare event the box count is off, or 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 will I receive my invoice?

A. All invoices are sent via email Wednesday/Thursday after order week. If you cannot open your email, don't receive it, or don't have email, please call us immediately so we can re-send it or fax it to you. You must pay the balance from the month before in order to be able to place a fruit order for the following month.

Q. How do I pay?

A. We accept e-checks over the phone, mailed checks, money orders, bank transfers. Payment is due within 15 days of delivery (or 10 days for the early payment discount). Our **Canadian customers** pay via **wire transfer** in US Currency. Once your authorization is received our wire transfer information will be emailed to the treasure & coordinator.

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

A. Yes. We offer a variety of materials such as 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 material will need to be paid for before it can be shipped. 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!!!