

TERMS OF SERVICE OF THE LAKE COUNTY COMMUNITY CO-OP (LCCC)

Because we are mostly a volunteer organization, each member must accept personal responsibility for following our procedures. Our system works because we the member-owners of the LCCC take pride and responsibility for making it work.

By joining the Co-op, you agree to follow these Terms of Service:

1. **Orders** - Each order is a legally enforceable contract to pick up and pay for the items ordered. You are obligated to pay for the items you order that we deliver to your drop point, even if you do not pick them up, unless they are delivered to you damaged, spoiled, or broken. There is a **\$5 minimum per order**. Everything in your online shopping cart when the weekly order closes is an order for those products. When you place something in your shopping cart, it stays there until you remove it. The Co-op's software does not have a "check-out" page, so you will NOT receive a separate confirmation for your order. You can remove or add items up to the close of the weekly order (Tuesday, 12:30pm).

2. **Pick Up** - When you order, pick up your products during the time specified for your drop point. This is part of our contract. Most of our drop points do not have the ability to hold orders past their operating hours, especially if refrigerated or frozen items are involved. It is your responsibility to know where to pick up your food and the hours the drop point is open. This information is on your invoice and on the Co-op's website.

We understand that emergencies happen on delivery day. If this happens to you, please call the Co-op at 707-513-5226 or your drop point as soon as possible. The earlier we know about a situation, the better we will may be able to help.

To change a drop point for the current week's delivery, email buyer@lakeco-op.org or call 707-513-5226. Changes can be made up to 24-hours prior to delivery day.

3. **Payments** - All orders must be paid before they leave the drop point. Members that choose to not use PayPal as their payment method at time of order must prepay for orders in advance. Members who use drop points other than Clearlake must pay by either PayPal at the time of order placement or mail a check or money order in advance (P.O. Box 6306, Clearlake, CA 95422) that is then posted to their account. ***Pre-payment does not place an order. Members are responsible for placing the order on the system.*** Checks need to be received by the Co-op prior to pick up day. Members picking up at the Clearlake drop point may pay by check or cash on pick up day. We do not accept payments at our drop points, except Clearlake. Prompt payment is a condition of membership.

4. Missing Items/Accounting Errors - When you pick up your order, make sure you get all the items you order. Take the time to check your invoice thoroughly to make sure you get everything. If an item isn't there, report it to your Drop Point Host and alert the Co-op by calling 707-513-5226. Your account will be credited when the you and the Buying Club Manager has reconciled the issue. All claims for missing/damaged items must be made at the drop point. Errors in the accounting on invoices (including credits or debits that you believe are errors) must be reported within 5 days of delivery day. Report those errors to buyer@lakeco-op.org.

5. Orders not picked up - Unless previous arrangements have been made with your Drop Point Host, items not picked up by the close of the drop point will be donated.

6. Co-op member-workers - Treat the Co-op member-workers well. The Lake County Community Co-op has only one employee--our delivery driver. We have member-workers who invest their time and effort in growing the future of this cooperative. There can never be a question of an "employee-customer" relationship in your interactions with the member-workers of the LCCC. If you have an issue with the producer, bring it to the attention of the producer. If you have an issue with the cooperative, bring it to the attention of buyer@lakeco-op.org. Mistreatment of member-workers is a serious breach of cooperative ethics that could lead to the revocation of membership.

7. Please keep your contact information current on our cooperative records. We encourage you to list cell phone numbers on your account so we can contact you directly on delivery day if there is a problem. You can change your personal and contact info in your account by selecting the "update your contact info" link from your account homepage.

10. For members approved as producers, these Terms of Service include the Cooperative's Producer Procedures and Standards.

Rev. August 26, 2010