



KAUFFMAN'STM

FRUIT FARM & MARKET

— BIRD-IN-HAND, PA —

Wholesale Sales⁷ Policies

We want your business
relationship with Kauffman's
to be fruitful!

Contact Kauffman's Wholesale Sales Department

Ryan Hipps - Wholesale Operations Manager • **Albert Kauffman** - Assistant Manager
Tim Kauffman - Director of Food Safety

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Read more online at KauffmansFruitFarm.com/wholesale

Growing Practices in our Orchards

For over 40 years, Kauffman's has utilized *Integrated Pest Management* practices, or IPM. IPM's goal is to reduce the chemical pesticide use to the minimal levels necessary for producing high quality food that will be competitive in the marketplace while protecting human health and environmental quality. Since 1970, we have reduced miticide use by 90%, insecticide use by 50%, and fungicide use by 30%. Brochure #8 in this packet explains IPM in more detail.

When demand exceeds our supply of fresh fruit, we purchase fruit from other growers with similar growing practices.

Since 2005, we have managed a test plot of apples where we have researched various alternative growing practices, including organic and low- or no-herbicide. While not certified organic at this point, we continue to search for health-conscious alternatives to "conventional" growing.

Quality Assurance

Our goal is to provide our customers with fresh, quality products. If at any time you are not satisfied with the quality of an order you receive, please contact our wholesale staff. Most times, full or partial compensation can be arranged.

The safety of the food we sell is of utmost concern to us. We maintain a high standard of cleanliness in our food processing facilities and warehouse to meet state and federal regulations, including undergoing regular inspections. If you have a food safety question or complaint, please contact Tim Kauffman.

Product Packaging

- Most of our homegrown fresh fruit is packaged in our warehouse in returnable wooden crates. The beautiful, reusable wooden crates have an old-fashioned and eco-friendly appeal. If you must make markings on the crates, please do so with non-permanent chalk or tape. Our homegrown cherries are packaged in recyclable cardboard boxes.
- Our homemade apple cider is packaged in standard, returnable milk crates.
- For all of our returnable crates, the customer pays a deposit per crate that is credited to them when the crates are returned.
- All of our fresh fruit (with the exception of cherries) is packaged by volume as opposed to count or weight. The following list shows estimates to give you an idea of fruit counts and weights:
 - » 1 bushel large apples = 40 lb. = 80 ct. = 3 inch diameter and larger
 - » 1 bushel medium apples = 40 lb. = 110 ct. = 2.75 - 3 inch diameter
 - » 1/2 bushel peaches and pears = 25 lb.

Wholesale Hours & Ordering Lead Times

- Wholesale hours are Monday-Friday, 7-5. Orders must be picked up during wholesale hours unless other arrangements have been made. Orders for Saturday pickup should be placed by 4 PM on Friday. Wholesale phone calls outside of hours will be redirected to a wholesale voicemail. If you leave a voice-mail message, clearly state your order or a call back number. As always, we seek to give you quality customer service and can do so more easily with timely orders.
- Required lead time can vary significantly depending on the product ordered and the time of year:
 - » Generally, lead time for most orders is two days. However, we can often accommodate walk-in customers on short notice.
 - » Lead time for custom cider orders should be two days, and lead time for custom fruit butter orders should be at least 2 weeks.
 - » All orders for deliveries must have a two-day lead time. New customers will need to confirm delivery availability to their location and day of delivery.

Deliveries

- The North Route: from Lititz and Leola east to Honeybrook and Morgantown. This route runs on Tuesday and Friday and includes locations in Intercourse and east to Compass.
- The South Route: from Gap and Oxford west to the Buck and York County. This includes locations west of Lancaster City. This route runs on Monday and Thursday.
- The East Route: This route is delivered on Wednesdays and some Saturdays and includes locations in Chester, Montgomery, and Delaware counties.
- Most local deliveries (Intercourse, Bird-in-Hand) are done with the south route. Other arrangements can be made.
- The Pittsburgh Route: Select locations in western Pennsylvania.
- Delivery charges are always based on invoiced product only (not containers) and are waived only as explained below.
 - » Orders under \$100: The delivery charge is \$12 and is never waived.
 - » Orders between \$100 and \$200: The delivery charge is \$10. If the customer pays the driver at delivery, the \$10 delivery charge may be waived unless a "HOLD" is placed on the check. If the customer does not pay the driver at delivery, the entire invoice balance (including the delivery charge) is due within the 30-day terms of the invoice.
 - » Orders over \$200 receive free delivery.