

## Order Guidelines & Return Policy

### Order Guidelines

#### 1. Placing Orders:

- **Minimum Order Requirement:** Our minimum for all orders is \$350 (excluding tobacco). This minimum must be met for the order to be processed.
- **How to Order:**
  - **New Customers:** Download our [speedsheet](#), enter your order and then email the speedsheet to [orders.foodservice@g-pdistributing.com](mailto:orders.foodservice@g-pdistributing.com).
  - **Returning Customers:** Enter your order into the customized speedsheet and then email the Order Desk. If you need a new or updated speedsheet, please let us know.
  - Order guides and sales flyers can be found at <https://www.g-pdistributing.com/products-and-services/> or by contacting the order desk at [orders.foodservice@g-pdistributing.com](mailto:orders.foodservice@g-pdistributing.com)
- **Order Confirmation:** Once your order is entered into the system you will receive a confirmation email with details including the items, quantities, approximate prices, and the delivery/pick-up date.
- **Product Availability:** If an item is out of stock, we will notify you via email or phone. You may choose to backorder the item, substitute with a similar product, or cancel the item entirely. If no response is received by the end of the day, the missing item will not be backordered or substituted.

Ordering Guidelines (for most of our vendors)
Monday by 8:00 A.M. for Thursday Arrival Thursday by 8:00 A.M. for Monday Arrival Important – It is best to line up your order with these dates.

**Please note** - Some of our suppliers require a minimum to place an order, and if we are not able to meet the minimum the order may be pushed back until the minimum can be met. Notification will be provided in these instances.

Pick-Ups	
<ul style="list-style-type: none"><li>• All orders must be placed at least <b>24hrs</b> in advance. During peak season (May-Sept), it may take longer to process orders.</li><li>• If you provide us with additional notice and submit the order before the vendor ordering deadlines, we will have more time to order any non-stocked items.</li><li>• Orders need to be picked up within 48hrs of being notified.</li></ul>	<p><b>Morning Pick-Ups</b> Orders need to be placed by 12:00 P.M. the day before.</p> <p><b>Afternoon Pick-Ups</b> Orders need to be placed by 2:00 P.M. the day before.</p>

<ul style="list-style-type: none"> <li>• Orders can be picked up Monday – Friday from 8:30 A.M. – 3:30 P.M.</li> <li>• Upon arrival, please check-in at the office. After receiving the invoice, the customer service representative will further direct you to pick up your order.</li> <li>• <b>IMPORTANT</b> – Please check your order when receiving.</li> </ul>	
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### In-Town Deliveries

#### **In-town Morning Deliveries**

Orders need to be placed by 10:00 A.M. the day before. We will try to accommodate add-ons where possible.

#### **In-town Afternoon Deliveries**

Orders need to be placed by 12:00 P.M. the day before. We will try to accommodate add-ons where possible.

**A fuel surcharge of \$12.99 will apply to all in-town deliveries. All orders under the minimum of \$700 will have an additional delivery fee of \$21.99.**

### Shipping to Out-of-Town Customers

If your destination is not listed below, please contact the order desk to help arrange shipping via a third-party carrier.

#### **Burwash/Beaver Creek**

- Order required by Friday by 2:00 P.M. to ship Monday

#### **Dawson City**

- Order required by Friday by 2:00 P.M. to ship Monday
- Order required by Wednesday by 11:00 A.M. to ship Thursday

#### **Haines Junction**

- Order required by Monday by 11:00 A.M. to ship Tuesday

#### **Ross River/Faro and Destruction Bay**

- Order required by Tuesday by 11:00 A.M. to ship Wednesday

#### **Watson Lake/South Run**

- South Run is only available for Wednesdays or for Fridays, orders need to be placed the day before by 11:00 A.M.

## **2. Order Changes & Cancellations:**

- **Order Modifications:** If you need to change or cancel your order, please contact us **4 hours before the pick-up or delivery time.** After this time, the order may have already been processed or shipped.
- **Cancellations:** Once an order has been shipped, it cannot be canceled. You must follow our return process if you wish to return any items.

### 3. Payment Methods:

#### Non-Account Orders

- Cash sale orders are subject to a downpayment of 50% or a payment card needs to be provided.
- \*SPECIAL ORDERS\* - Items not regularly stocked at G-P will need to be paid in full before ordering.
- Once the order is ready, the order desk will notify the client that the order is ready.
- If the order is not picked up within 48hrs, the product will be returned to inventory and a restocking fee will be applied.

#### Purchase Orders (PO's)

- Any order needing a PO will not be processed until we have the PO.
- If a quote is required, and you want to confirm and place the order, you will need to provide a PO before the order is processed.

### 4. Documentation:

- An invoice will be included with every order.

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## Return Policy

### 1. Eligibility for Returns:

- **Food Not Held Within Food Safety Standards** - G-P Distributing Inc. has the right to refuse any product that the company feels has been compromised (e.g., improper temperature controls, improper storage, improper transportation, any circumstance that may affect quality and/or the ability to resell the product).
- **Damaged or Spoiled Goods:** If your order arrives damaged, spoiled, or with missing items, please contact us within **24 hours** of receipt for a return or replacement.
- **Incorrect Items:** If you receive incorrect items (wrong quantities or products), we will arrange for an exchange or full refund at no additional cost.
- **Dairy:** Received 6 days to date, must be reported within 24 hours. We need to have a photo of the product and the label.

### 2. Non-Returnable Items:

- **Perishable Products:** Due to the nature of food distribution, perishable products (e.g., fresh produce, meats, dairy and baked goods) will not be permitted after the expiration of the 24-hour period.
- **Frozen:** No returns on frozen product. If there are quality issues, we need to have a photo of the product and the label (production date).
- **Special Orders:** There will be no returns on Special Order goods.

- **Opened Packaging:** Food products with tampered or opened packaging are **not** eligible for return unless defective or spoiled.

### 3. Return Process:

- **Contact Us:** To initiate a return, please email us at [orders.foodservice@g-pdistributing.com](mailto:orders.foodservice@g-pdistributing.com) or call the Order Desk at (867) 667-4500. You must provide your invoice number and a description of the issue.
- **Return Authorization (RA):** All returns require a Return Authorization, which will be issued once we have reviewed your request. **Returns without an RA will not be accepted.**
- **Return Window:** All Claims must be reported within **24 hours** of receiving your order. After this period, returns will not be accepted. All returns must be approved prior to returning the product.
- **Restocking Fee:** All returns (unless resulting from an error on the part of G-P Distributing Inc.) will be subject to a 25% restocking fee. Additionally, an end of season re-stocking fee applies (25%) on any end of season returns. Must not be expired, expiring within the next 60 days or open, must be G-P product.
- **Condition of Items:** Returned items must be in their original, unopened condition with packaging intact (unless the product is defective or spoiled).

### 4. Refunds and Exchanges:

- Once we receive and inspect your returned items, we will issue a **refund** to the original payment method, or we can arrange an **exchange** for a similar product (if available).
- Credits are processed daily. They will show up on statements (or on account) the next day.

### 5. Shipping Costs for Returns:

- **Warehouse Errors:** If the return is due to a warehouse error (e.g., damaged goods, incorrect items), we will cover the return shipping cost.
- **Customer Errors:** For returns that are not the fault of the warehouse (e.g., ordered wrong items, no longer needed), the customer will be responsible for return shipping costs.
- **End of Season Return** – The customer will be responsible for return shipping costs.