



**Regional Access Inc.**  
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Ithaca, NY 14850  
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e. [orders@regionalaccess.net](mailto:orders@regionalaccess.net)

Inspiring regional food connections **since 1989**

## ORDER GUIDELINES

1. To avoid confusion, please always use the Product ID Number to specify products.
2. Call, fax, or email your sales rep by 12pm on Monday for same-week deliveries or pickups.
3. You may also email your orders to [orders@regionalaccess.net](mailto:orders@regionalaccess.net) or fax them to (607) 319-5156.
4. Call to confirm any orders placed by voice mail or fax. Emailed orders received a PDF confirmation the same day.
5. Items on the weekly produce list have multiple weekly deliveries. Refer to the produce list for your deadline, or email [mark@regionalaccess.net](mailto:mark@regionalaccess.net)
6. You may call our office for late additions and we will do our best to accommodate you.

### Payment Terms

1. All new accounts are C.O.D. You may request a credit application.
2. Call our bookkeeper, Sam Brenner, or email him at [sam@regionalaccess.net](mailto:sam@regionalaccess.net) with any questions about past invoices or your credit terms.

### Order Minimums and Delivery Charges

1. Small orders are neither financially or environmentally cost effective. For orders below the listed minimums, you may arrange a warehouse pickup. All orders outside the Ithaca area are subject to a fuel surcharge which fluctuates with the price of diesel.
2. **Please call our office to confirm the minimum order for delivery to your location.** The order minimum for delivery outside the Ithaca area can range from \$200 to \$1000.

### Delivery of Third Party Orders

1. We sometimes are asked to deliver items for customers to businesses already scheduled to receive Regional Access orders. **These orders will not be processed without verbal or written confirmation from the customer receiving delivery that they will accept orders from a third party.** No exceptions!
2. The customer receiving delivery may assign delivery fees -- including the Regional Access fuel surcharge -- to the third party. Under no circumstances will we deliver COD orders if payment is not available at time of delivery.

### **Warehouse Pickups**

1. The order minimum for warehouse pickups is \$50.
2. Please place your order at 12pm Monday with the rest of our customers.
3. You may pick up your order on Thursdays and Fridays from 12pm – 4pm

### **Out of Stocks**

1. We will do our best to apprise you of out-of-stock items.
2. We DO NOT automatically backorder out-of-stock items, but can reorder them if you ask when placing your order.

### **Return Policy**

1. Your signature on your invoice is final acceptance of your order.
2. Credits should be called in within 48 hours of the delivery.
3. If a product is out of date or damaged, we must be notified within 7 days of the invoice.
4. Products must be returned within 14 days after the date of invoice for credit unless otherwise specified. NO EXCEPTIONS.

**Please call us with any questions you may have regarding order guidelines**