



GAY LEA FOODS CO-OPERATIVE LTD.

Policies and Procedures for Shareholder Purchases of Gay Lea Foods Products

As a shareholder of Gay Lea Foods, you have the opportunity to purchase products for your personal use.

**** PLEASE NOTE:** In light of the ongoing COVID-19 situation, orders have been suspended to protect the health and safety of our employees. In some cases, we have made the decision to reduce store hours or temporarily close our retail locations. Please contact retail stores below for current hours of operation.

GENERAL TERMS AND CONDITIONS

1. Only shareholders and employees of Gay Lea Foods are eligible to purchase product at this price. When picking up product from our locations, please remember to identify yourself to the staff as a shareholder of Gay Lea Foods and present your shareholder ID card and your order confirmation.
2. Product orders are for the immediate family of shareholders only and not for extended family, friends, neighbours, or a shareholder's business. Gay Lea Foods reserves the right to limit quantities if they appear to be larger than normal amounts for personal use. Exceptions may be granted for fundraising activities or industry events supported by Gay Lea Foods.
3. **Product orders up to 20 cases need to be placed a minimum of 7 days prior to pick-up. Product orders over 20 cases require 2 weeks (14 days) notification AT ANY PICKUP LOCATION. Teeswater timing is slightly longer (see #5 below)** Please review the instructions and if you have questions, contact the Member Relations staff.
4. Gay Lea Foods establishes a shareholder price list with products available; These prices are not negotiable and Gay Lea Foods reserves the right to change prices without prior notice.

5. PRODUCT PICK UP DAYS

Salerno, Ivanhoe and Guelph pick up days for pre-ordered product are Thursdays and Fridays from 9 – 3. Orders are due on **Friday at noon** for pick up the following week (or 2 weeks prior for 20+ cases).

Teeswater pick days are Wednesday, Thursday and Friday from 9-3. Orders are due by end of day Tuesday the week prior for pick up the following week (or 2 weeks prior for 20+ cases).

Please note pre-ordered products (by the case) can only be picked up in Hamilton (Salerno Cheese), Ivanhoe Cheese, Teeswater Farm Fresh Country Store and our Guelph plant.

These guidelines allow our store and distribution teams to receive and sort orders efficiently and remove any concern about statutory holiday or weather-related delays for your product order delivery. This change also allows Gay Lea Foods to pick and ship orders efficiently within our Supply Chain and minimize disruptions to regular business operations.

6. Payment for product orders must be arranged at the time of pick up and depending upon the facility, various payment options are available.
7. If you purchase less than a case of product, you will receive 10% off the retail price at any of our stores. The 10% discount for shareholders also applies to cheese purchases. In Guelph, product is only available by the case.
8. ***Note for Product Depot orders** – There are separate terms and conditions for product purchases through the depots coordinated across Ontario. Details are outlined in the Product Depot order forms mailed out.

Product Depots are coordinated every 3 months in Brockville, St-Isidore and Woodstock.

Gay Lea Foods Pick Up Locations & Contact Information

Teeswater Farm Fresh Country Store

21 Clinton Street, Teeswater, ON N0G 2S0
Phone: (519) 392-6864, ext. 2230 or x2234
Email: cknopp@gayleafoods.com

Ivanhoe Cheese

11301 Hwy 62 N, R.R.#5, Madoc, ON K0K 2K0
Phone: (613) 473-4269 ext: 7230
Email: liamwood@gayleafoods.com

Salerno Cheese

20 Morley Street, Hamilton, ON L8H 3R7
Phone: (905) 544-6281 ext: 8244
Email: ddelazzer@gayleafoods.com

Guelph Plant

21 Speedvale Ave. W, Guelph, ON N1H 1J5
Phone: 519-838-6267
Email: jctaylor@gayleafoods.com

Retail store locations are listed in the Gazette (1st page inside the cover).
There is no pre-ordering for Hewitt's and Black River Cheese.

For future orders, please get in touch with our Member Relations Team in Guelph:

Jessica Taylor – 519-838-6267 OR jctaylor@gayleafoods.com

Deanne Reilly – 519-838-6268 OR dreilly@gayleafoods.com