

5. Unclaimed orders are still charged to the buyer and will go to the food bank or community kitchens if not claimed during the allotted time.
6. Final transactions for the purchase are processed on Friday morning, allowing correction for any missing produce or orders rejected in accordance with section E5 hereof.
7. Sellers should update their inventory between 7:05 pm, Wednesday and 12:00 noon on Thursdays for the next week's selling period. Autofill occurs every Wednesday night at 7:01 pm for those sellers who have products they wish to automatically relist every week.
8. Each Thursday at noon, the market reopens for the next selling period.
9. The market will be open year-round with the exception of Christmas week, and closed for any time at the discretion of the Executive Director and Board of Directors.

E. Membership, Fees, and Commission Rates

1. Sellers can become members of the CVCM for a one-time membership fee of \$50. The share is redeemable any time they leave the co-operative.
2. Membership in the CVCM entitles sellers to the following:
 - access to CVCM programs and voting privileges at the Annual General Meeting
 - ability to sell through the online market, www.cow-op.ca
 - Discounted use of the Cowichan Green Community Tool Library
3. All sellers pay an annual \$25 web listing fee, which may be subject to future increases.
4. Beginning on Jan 1, 2021 the commission rate on www.cow-op.ca sales for members of the CVCM is based upon each products' category and sub-category. Generally, the commission rates are as follows:

Farm Fresh & Primary Producer Products: 15%
Valued Added Food Products: 25%
Non-food or Farm Products: 30%
Wholesale Products: 15%

please initial



Farm Fresh & Primary Producer Products: is defined as on-farm produced fruits & veggies, livestock sold as cuts or ground raised and sold by the farmer, and whole fish or filets that were caught and sold by the fisherman. This category also includes seeds and transplants that were grown and sold by the farmer.

*note that livestock cuts and fish filets sold by a secondary producer (not the original farmer or fisher) are considered Value Added Food Products.

Value Added Food Products: is defined as the production of a product that changes the raw ingredients in a manner that enhances its value. This includes prepared meals, seasonings,

- Example (15% commission): if you want your buyers to pay \$100 for a product, you enter \$85 into the unit price field in our computer system (\$85 + 17.65% is \$100, or 85% of 100 is \$85).

6. **CVCM will pay sellers by cheque or EFT bi-weekly: paying for two previous sales periods 2 weeks after. For example: week 1 & 2 will be paid for on week 4. Week 3 & 4 will be paid for on week 6.** Sellers will be paid for all accepted orders. Any changes to the payment cycle must be approved by the board of directors, and sellers will be notified in advance.
7. If your product requires the collection of tax, you must notify the Market Managers upon application to the market.

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F. Technical Standards

1. Food products must meet standards for Food Products Sold through a Food Facility as outlined in Item H. Non-food items must meet standards for Sale of Nonfood Items as outlined in section I.
2. All products must be delivered market-ready: clean, packed in the correct quantity for each order, and if requested by the Market Managers, labeled with product name that matches the website product name, farm name, weight/quantity and reference id (buyer name). **Label use is not required if not specified, however sellers must drop off a printed (detailed) pick sheet for both Victoria and Cowichan orders.**
3. All fresh produce must be bagged in food safe packaging consistent with Island Health Guidelines. Items normally sold in pints or other open containers (strawberries, cherries, tomatoes, etc.) must be placed in a contained package to avoid spillage during the transport of the orders (ex: placing pint container in a small paper bag).
4. Fragile items must be packed in a manner that appropriately protects against breakage or loss during transit.
5. **CVCM reserves the right to refuse delivery for products that are not what buyers ordered, underweight, or which are spoiled, contaminated, visibly defective, or otherwise not acceptable. Any orders rejected by the buyer at time of pick-up due to issues of quality or quantity will not be sold and that part of the buyer's order will not be processed, nor will the seller receive payment for that portion of their delivery. All produce/products are non-returnable to the seller.**
6. Any seller with three such rejections can have their rights to sell on the website removed, at the discretion of the CVCM Board of Directors and Market Manager.
7. Any buyer complaints post pick-up/delivery will be screened and communicated by the Cow-op to the seller. It is up to the seller to decide how they wish to address the concern. Sellers must notify the Market Managers if they wish to receive direct feedback from their customers with the original content of the message un-screened by Cow-op staff.



Cowichan Valley Co-operative Marketplace

360 Duncan Street, Duncan, BC

V9L 3W4

(250) 702-4818

www.cow-op.ca

info@cow-op.ca

G. Production Systems and Related Claims

1. Sellers are responsible for disclosing accurate information about their production techniques, products and ingredients.
2. Complaints or accusations of improper production practices or sourcing by others should be made to the Board of Directors for resolution and should not be part of the marketing of any seller.
3. Any "Organic" claim must be accompanied by the certification number and name of the certifying body. These products will be identified on the products listing with the organic certification number.
4. **For any product containing multiple ingredients, all ingredients must be listed on the website in the product description field.**
5. The CVCM is not responsible for the claims made by sellers about their products or practices. The CVCM does not make any guarantees relating to the pricing, quality, or safety of the products sold through Cow-op.ca. **These responsibilities lie solely with the sellers.**
6. Regardless of production practice, sellers shall make their farm/production facility available for inspection by the CVCM, Executive Director, Market Managers or Board of Directors as needed. The CVCM, Executive Director, Market Managers and Board of Directors retain the right to verify any claim made by a seller, including production claims and geographic production location. Provision of false or misleading information may lead to removal of unsubstantiated claims, removal of affected products, disqualification of seller, and/or any other action deemed appropriate by the Board and Executive Director.

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H. Island Health Standards for Food Products sold through a Food Facility.

1. All produce sellers must comply with the government's rules relating to weights and measures.
2. All fresh egg sellers must comply with the Island Health rules relating to sales of farm eggs: Eggs must be clean and crack-free.
3. All meat sellers must provide proof of certified slaughter and processing facility and all meat products must be labeled with product type and name of slaughtering and processing facility.
4. **All processed goods for human consumption must be made in an Island Health approved commercial kitchen/processing facility. A copy of the Island Health inspection report or decal must be provided upon application to the Cow-op.ca.**
5. All foods that require refrigeration or are frozen will be transported to the distribution center under the applicable Food Safe Guidelines.

I. Standards for Sale of Nonfood Items

1. Any nonfood items must meet reasonable expectations of product life, function and safety, and must comply with all applicable requirements set out in federal, provincial, and local laws, regulations, and rules.

J. Liability and Insurance

1. The CVCM assumes no liability for products represented in our site. All sellers listing products for sale on the Cow-op website are strongly advised to consult with their insurance provider for liability insurance.
2. Seller shall indemnify the Cow-op, the CVCM, and their respective directors, officers, agents, and employees against all claims arising out of seller's breach of these guidelines.

K. Application Process

1. Sellers can visit www.cow-op.ca and download the required forms or contact marketmanager@cow-op.ca to have these forms sent to them.
2. Sellers are required to submit their Web Seller Application Form, and all necessary Island Health paperwork requirements as outlined in Item H.
3. Sellers must become a member of the CVCM, and must also submit a Membership Share Application form at this time.
4. Payment for web listing fees and membership can be made by cash or cheque payable to Cowichan Valley Co-operative Marketplace, or by e-transfer to marketmanager@cow-op.ca. Payments will not be processed until seller's application has been approved. Applications will be reviewed by the Market Manager and Board of Directors and the seller's account will be activated as soon as possible.
5. If a seller has submitted all the required paperwork and has received approval, the Market Manager will schedule a training session with the seller and get an account set up for the seller as well as assist with getting products listed.

I _____, representative and/or owner of _____, have read and agree to be bound by the Cow-op.ca Website Seller Guidelines.

Signature

_____.

Date