



Membership Terms of Service

Our co-operative works because the members of Valley Co-Op take pride and responsibility for making it work.

- 1. Buyer Beware.** We do our best to learn as much about our suppliers as we can, but ultimately the responsibility for false advertising, or products that don't live up to their descriptions, rests with the suppliers themselves. To the best of our knowledge, the descriptions we offer for supplier practices and products in our literature and website are true and accurate. Should any item we carry not correspond to the description provided, please help us correct the discrepancy by contacting storemanager@valleycoop.org.
- 2. Our produce may be different from supermarket produce.** We seek suppliers who offer produce as fresh as possible, as local as possible, and as naturally grown as possible. The food we carry may not look or taste like conventional supermarket food.
- 3. Store Payments.** Payments for purchases may be made by cash, personal check, debit card, credit card, and electronic benefit card through SNAP. We do not accept starter checks, 2nd Party Checks, money orders, insurance checks, government refund checks, pre-printed payroll checks, social security checks or Telecheck or participate in the WIC program.
- 4. Personal Check Acceptance & Coupon Use Policy.** You may be asked for government-issued identification that includes your name, current physical address and telephone number. The name on the ID must match the name on the check. Qualifying ID cards include a Driver's License, Military ID or State Issued ID.
 - Personal checks must be made payable to Valley Co-op.
 - Checks cannot be made for more than the purchase amount.
 - A service charge of \$25 will be added to all returned checks.

- Final approval on all check acceptances is subject to management's discretion.

Coupon Policy

- The exact item featured on the coupon must be purchased, no substitutions are allowed.
- Any coupon that has expired will not be accepted.
- The total redemption may not exceed the retail value of the item.
- Competitor coupons will not be accepted.
- We do not double or triple coupons.
- One manufacturer coupon (printed or digital) and one store coupon can be redeemed on a single item; however, the total redemption cannot exceed the retail value of the item.

The Return of an item purchased with a coupon:

- Any customer requesting a refund/store credit for an item purchased with a coupon will be issued the purchase price after the deduction of the coupon. The full price of the item will not be refunded nor will the coupon be returned.
- Store Management reserves the right to reject, at its discretion, any coupons that appear to have been altered, copied, or exhibit signs of misrepresentation/not being used according to the intended purpose.

Membership Terms of Service

By joining the co-op, you agree to follow these Terms of Service, updated 1/11/2016.

1. **Online communities.** By applying for membership you agree to be subscribed to our weekly newsletter via MailChimp, an email list manager. You may unsubscribe whenever you wish. In our newsletter we notify you of when online orders open and close, changes to product availability, sales, co-op news, and issues affecting the store, ordering and pickup. If your email isn't current, you take responsibility for not being informed about our activities. If you have technical issues regarding this service, contact membership@valleycoop.org.
2. **Current contact information.** Members are obliged to keep their contact information current on **VC Shop (Member Panel, Member Resources, Update**

Membership Info). We encourage you to list cell phone numbers so we can contact you promptly if necessary. If you change your email address, please notify membership@valleycoop.org.

3. **Privacy Policy.** The information gathered about you on your membership application and through transaction with the co-op is used only for conducting Valley Co-op business and is not published or shared with any other entities without your permission.
4. **Membership Cards.** Membership cards, valid for the duration of your membership, will be issued on paper or electronically for use with our Community Partner Program.
5. **Order Pickup and Payment.** If you choose to order electronically to benefit from a wider variety of products, it is your responsibility to know where and when to pick up your electronic order. Valley Co-op is located at 19946A National Pike, Hagerstown, MD 21740. As of this update we are open Tuesday – Friday, 11:00 a.m. – 8:00 p.m., and Saturday, 9:00 a.m. – 5:00 p.m. Please check our newsletter or website for updated/current open days and times. Pick up your order at the Valley Co-op Store by Saturday 5:00 p.m. If an item spoils or loses quality because you did not pick it up promptly, you will still be expected to pay for it. All orders must be paid before they leave the Valley Co-op Store. Prompt payment is a condition of membership.
6. **You are obligated to pay for what is left in your online shopping basket.** Each order is a legally enforceable contract to pay for the items ordered. You are obligated to pay for the items you order that are delivered to Valley Coop unless delivered damaged, spoiled, or broken. The VC Shop ordering system (www.valleycoop.org/shop2) does not have a review or a “check-out” page. You can remove or add items to your shopping basket until the close of the order cycle. Everything in your online shopping basket when the order cycle closes (as of this update, order closing is Monday at 6:00 p.m.) is considered an order for those products.
7. **If you cannot make it to pick up your order.** We understand that emergencies happen. If this happens to

you, please call the store at (240) 329-2395 as soon as possible: the earlier we know about a situation, the better we will be able to assist you in dealing with it. Unless arrangements have been made, all food not picked up by Saturday 5:00 p.m. will be donated or composted, but you will still be expected to pay for it. **If you do not pay for your order, your membership may be revoked. Valley Co-op may pursue payment through small claims court.**

8. **Appeals process.** Actions taken by the Valley Co-op Board of Directors to revoke a membership will be in writing. The member has a right to appeal this action in writing within one week of the notice of revocation.
9. **Check your order carefully during pickup.** When you pick up your order, take the time to check thoroughly to make sure you get all the items you ordered. If an item isn't there, report it to a manager so we can assist you or your account can be properly credited. All claims for missing/damaged items must be made at the Valley Co-op Store.
10. **Errors in accounting.** Errors in accounting on receipts must be reported within 2 days. Report those errors to storemanager@valleycoop.org.
11. **Volunteer hours.** Members who volunteer a number of hours (currently 6) per quarter will receive a discount assigned to Volunteering Members (currently 10%) the following calendar quarter to be applied according to the current volunteer discount program. Volunteer discount programs are subject to change. It is the member's responsibility to record volunteer hours in **VC Shop, www.valleycoop.org/shop2, (Member Panel, NEW! Log Volunteer Hours)**. Non-recorded hours will not be credited to the member.
12. **Expiration of Membership Application.** If you apply for membership and we don't receive payment within 30 days, your application will be expunged and you will have to submit a new application.