



TOMALES BAY FOODS WHOLESALE

Hours of Operation: Monday through Friday

7:30 a.m. – 4 p.m. Pacific Time

Closed on July 4th, Thanksgiving, Christmas Day and New Year's Day

707-789-9433 or 866-249-7833

Tomales Bay Foods is the distribution arm of Cowgirl Creamery. We sell all the cheeses that we make at Cowgirl Creamery: MT TAM, RED HAWK, ST PAT, PIERCE PT, CHIMNEY ROCK , DEVIL'S GULCH and WAGON WHEEL as well as our fresh cheeses FROMAGE BLANC and CRÈME FRAICHE. We also proudly distribute artisan cheeses made by some of the best producers in the world.

What separates us from other distributors?

We work with many of America's best artisan cheese makers. We also offer an excellent variety of European cheeses from Neal's Yard Dairy in London and various purveyors of small-production Italian, Spanish, Dutch and Swiss cheeses. Our focus is on farmstead and artisan cheese.

We offer expert advice and education. We believe that it is essential to inform chefs and cheesemongers on the care, serving and seasonality of our offerings. In most cases, we purchase directly from the cheese makers and speak with them on a weekly basis, so that we can best represent their cheeses. We also regularly taste their cheeses and are able to talk about seasonal differences in flavor. In addition, our Library of Cheese on the Cowgirl Creamery web site (www.cowgirlcreamery.com/library-of-cheese) is a handy, up-to-date resource for our customers. Every week we e-mail our cheesemonger picks, which will help you with ideas regarding your cheese purchasing decisions.

We love to accommodate orders of all sizes. We keep our delivery minimum low at \$150. If you are unable to reach that minimum, we will happily prepare your order for pick-up at our warehouse, or deliver it to one of our retail shops to be picked up there. For customers outside of our delivery zone, we ship via FedEx with no minimum order.

Tomales Bay Foods

2080 Lakeville Hwy, Petaluma, CA 94954

707-789-9433 ph 707-789-9438 fax

wholesale@cowgirlcreamery.com

WHOLESALE POLICIES

Volume Discount

The more you buy, the more you save! We offer discounts based on your invoice total.

- 5% Discount for \$300-\$499
- 7% Discount for \$500-\$999
- 10% Discount for \$1000 or more

Terms and Payment

- Accounts may be established with Net 30 terms (if you have been in business for more than a year) or with a credit card (*Visa, MasterCard or American Express*).
- We will be happy to take your first order as soon as we have received your credit application.
- If at any time you need to make a change to your billing information, give us a call -- your sales person will be more than happy to help.

TASTING CHEESE

We provide several means of tasting our cheeses.

- Your salesperson can make an appointment for you with a cheesemonger at one of our two retail locations where you can taste a selection of cheeses.
- We invite you to participate in one of our creamery tours, held seasonally at our Pt Reyes location (www.cowgirlcreamery.com/visit-tours).
- At times, our generous cheesemakers are able to supply us with samples and when they do, we can pass them along to you!

If you are unable to visit us, please feel welcome to use your sales person as your guide – our staff is extremely well-versed in our selection of cheeses, meats and accoutrements.

PLACING ORDERS

We welcome your calls and emails during office hours (Monday-Friday, 7:30 a.m. to 4 p.m.) so that we can serve you better. If you are unable to call during those hours, please feel free to leave us a voicemail with your order -- we are in early to pick up all messages and emails left overnight. Our delivery trucks typically leave our warehouse around 9 a.m., so as long as we have your order first thing in the morning we are able to fill it.

DELIVERY SERVICES

- *San Francisco Bay Area:* We deliver Monday through Friday and require a minimum order of \$150. Our delivery schedule is as follows:

Tuesday: Marin County and East Bay

Wednesday: San Francisco

Thursday: Napa and Sonoma Counties

Friday: San Francisco

- *Los Angeles:* We deliver every week and require a \$150 minimum. Please contact your salesperson for details about our delivery area.

PICK UPS

If you can't meet our minimum, we can prepare your order at our warehouse in Petaluma and deliver it to one of our stores. These orders are then delivered to our stores based on our regular scheduled delivery.

Store Delivery Schedules

- Cowgirl Creamery Ferry Building: 415-362-9354 – deliveries Monday, Wednesday and Friday
- Cowgirl Creamery Pt Reyes Station: 415-663-9335 – deliveries Wednesday and Friday

If you have a wholesale account, our shops are also able to fill small wholesale orders from their stock.

RETURNS AND CREDITS

We ask that you check in your order at time of delivery – our drivers are happy to answer any questions you may have. If there is a problem with your order, your driver can accept any return on the spot and we will issue a credit.

If you are not present to check in the delivery and you find a problem with your order please call us immediately so that we can discuss the issue and come to a resolution. **Returns can be accepted only if the product is still wrapped and uncut, and if we are notified within three days of receiving the order.** If upon cutting the cheese you find that there is an issue with quality, please call us immediately.

GUIDELINES FOR SHIPPING

It is our goal to ship cheese to you in the best possible condition. We use **FedEx** as our primary carrier because we trust their commitment to provide Tomales Bay Foods with the best service. We do not mark up shipping costs, but simply pass along the charges based on weight, distance and time of delivery. We also add exact costs for packaging, including the box, liner and ice packs. In the unlikely event that there is a problem with your delivery arriving on time, we will do our best to follow up with FedEx to determine what happened.

- We only ship within the U.S.
- All shipping is weather dependent.
- Bay Area Customers outside of our delivery route: we can ship via FedEx Ground, which will arrive in 1-2 days. This service is available Monday through Wednesday. Please check with your salesperson to determine if you're within our Ground shipping zone.
- For same day shipping, we accept orders until 10 a.m. Pacific for Ground service, and 11 a.m. Pacific for Overnight service.
- East Coast Customers: We ship Monday through Wednesday.
- West Coast Customers (West of the Rocky Mountains): We ship Monday through Thursday.
- Hawaii and Alaska: We ship Monday through Wednesday.

The Exceptions

- All Thursday shipments will be shipped Overnight to ensure arrival before the weekend, regardless of location.
- Due to the perishable nature of our products, we do not ship for weekend delivery.
- When cooler temperatures allow, we can sometimes ship 2nd Day air. To ensure that you receive your cheese in the best possible condition, the availability of this service is at the discretion of the sales department.

WHEN CHEESE ARRIVES

Unpack your cheese and refrigerate it immediately. If you have questions or concerns about the condition of the cheese, please call us immediately so we can assist.

Thank you! If you have any questions about our policies please don't hesitate to call the wholesale office.

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