

ellora

natural & organic foods

Information for Prospective Members

What is Ellora? Ellora is a web-based personalized buying service that offers members a broad selection of natural and organic foods and related products at reasonable prices on a pre-order basis. Ellora also aims to build community and foster awareness of food-related, sustainability and environmental issues. While most Ellora members live on Nova Scotia's South Shore, we do have members right across Canada!

Is there a membership fee? An annual membership fee of \$15, charged to your first order and once yearly thereafter, helps cover the costs of producing Ellora catalogues and maintaining the Ellora website.

How often can I place an order? Must I order a certain amount? You can place an order every four weeks, but are under no obligation to order this often. You must, however, place a minimum order of \$50 or two 2-pound bags of coffee each time you order, and you must order at least once a year to maintain your membership.

How will I know what we're ordering each month? We'll send you our monthly e-newsletter that tells you which suppliers we're ordering from and outlines specials, new products, and order and pickup schedules. This information is also posted on the Ellora website at www.ellora.ca.

Our deadline to receive orders is usually on a Wednesday evening, with pickup on Friday and Saturday two weeks later. We occasionally alter this schedule to avoid conflict with holidays.

How do I place my order? You can send us your order by fax, voicemail, e-mail or even snail mail if you wish. We must receive your order by 9 p.m. on the deadline day indicated to include it in the current order.

How do I get the items I've ordered? Orders must be picked up at Ellora in LaHave on scheduled pickup days, or be delivered or shipped by prior arrangement. Delivery and shipment are offered on a cost-recovery basis, and depend on the size and nature of your order. Please enquire if you're interested.

What if I want to place an order but will be unavailable during scheduled pickup days? Please notify us before you place your order or as far before pickup as possible so we can make alternate arrangements. We'll accommodate you if we can!

When/how do I pay for my order? You can pay for your order by cash or current cheque at the time of pickup or delivery. Orders to be shipped must be paid for in advance. We also accept all major credit cards through PayPal. PayPal charges a small service fee per transaction, which we pass along only to those who use the service; this allows us to accommodate those who wish to use their credit cards without having to raise prices overall.

If you wish to use PayPal, please let us know at least two days before pickup so we can send you a PayPal email payment request. You will then need to follow the PayPal instructions to finalize the transaction before pickup begins. To use this system you must have your own PayPal account. Please visit www.paypal.com and click on "sign up" to register.

I know others who may be interested. Can Ellora accommodate more members? Absolutely! Our ability to get good prices depends on our buying volume; the more members the better. Please recommend Ellora to others.

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