

ellora

natural & organic foods

Late Pickup Policy

Ellora is a just-in-time service—this means we work within a very tight timeframe to receive your requests, place orders with our suppliers, arrange for shipment of goods from across Canada, receive and process the orders, then sort the shipments and process your bills. Once Ellora pickup days arrive, our priority is to ensure you receive the items you've ordered, collect payment, and settle our supplier accounts so that the next month's order cycle can begin.

Ellora pickup is regularly scheduled over two days because we run Ellora from our home and not a dedicated retail space, and because our timeline for doing the month's accounting and administration is tight. We make a single bank deposit every month right after pickup, so must have all orders wrapped up by then so we can pay our suppliers, close our books for the month, and prepare for the following month's order.

While pickup dates and times are posted on the Ellora website, and reminders are emailed to all members, the onus is on you to remember to come for the goods you've ordered.

If you don't pick up an order by the end of scheduled pickup hours it throws a surprisingly-large wrench into the works—not only do we have to find somewhere to store your order and make special arrangements to coordinate a late pickup, we also can't close the month's books because we haven't received payment for the goods we ordered on your behalf. Our bank charges for every additional deposit, so not having your payment at deposit time is particularly problematic. Therefore, for those who

don't retrieve their orders by the end of scheduled pickup hours and haven't made advance arrangements with us for a mutually-agreeable alternative, we must charge a \$15 late pickup fee to recoup our additional costs.

Please note, however, that we will always accommodate emergencies.

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