



The Gourmet Cupboard

18003 Hwy 105, Sour Lake, TX 77659 (409) 287-4447

FAQs

What is the fee to sign up?

There is no sign up fee! Upon submitting your application, you will be charged an advanced payment of \$25.00. This amount will be applied to your first order. This is **NOT** a fee or a start up cost. This is just simply a payment that will be applied to your first order.

Do you have to place a minimum order the first time you order?

No. There is no minimum order requirement for your first order or for any order after that.

Do you have a start up package?

We do not have a mandatory start up package. You can order exactly what you want, but we do sell an advertising/sample kit for \$29. We also offer our starter sample kit for your first order. This starter kit was designed for you to taste test a few of our most popular mixes in several different categories. If you order this as your first order, we'll throw in a free sample of our catalog and a tri-fold brochure! This kit is only \$21.00 plus shipping. If you choose to purchase 2 sample kits, one for sampling and one for your kick-off party, then your shipping will be the same! Details on both kits can be found in the back office under "Tools-Downloaded Documents", and under the category, "Starter Kits".

Is there a quota that you have to meet by a certain time?

We have structured an active/inactive sales requirement that anyone can easily meet. Although there is **not** a minimum order that you have to purchase for your first order or each time, we do require that you purchase a minimum wholesale order of \$100 in six months or you will be considered an inactive member of The Gourmet Cupboard. You do not have to spend this amount at one time, but in six months, your orders must total this amount. We have divided our 2 sales requirement periods from January to June and then from July to December. If someone joins The Gourmet Cupboard during the middle of a sales period, we will begin tracking purchases the following sales period. This gives the distributor time to try some mixes out for themselves and get familiar with the product and the company before having to meet their required sales.

Why do you charge reps for shipping and not retail customers?

Reps always pay for exact shipping. When we ship your order, you are refunded any difference in shipping. So, reps always pay exact shipping cost.

Your customers receive FREE shipping IF they purchase at least 8 items.

There is a small upcharge that is built into retail items that helps to cover shipping (for RETAIL ONLY).

If a customer places less than 8 items, they WILL be charged the normal shipping.

This is an incentive for your customers to purchase 8 items, which benefits YOU as well!

Can we adjust the prices on the mixes or are the prices set?

The retail price is the suggested retail price, but if you want to adjust the prices, then you are certainly welcome to do so. If you want to change any of the prices, you can go to the back office,

find a copy of our tri-fold brochure under “Tools-Documents” and then “Brochures/Catalogs” and make your adjustments accordingly.

What is the actual wholesale price?

By subtracting \$3.00 from each suggested retail price, you will get the wholesale price.

Do you provide training?

Yes! When you sign up under someone, they will be your sponsor. If they are not one of our top team leaders, then you and your sponsor will also be assigned to one of our top team leaders. If you sign up without a sponsor, we assign you to one of our top team leaders. Each top team leader has their own style of training, but they are all wonderful! In addition to their training, we send out a monthly newsletter. There is also a back office that you can log into once you sign up. It is FULL of great information, and it is all categorized so that you can easily find information that you are searching for. There is a distributor Facebook page that is amazing. Everyone is super friendly and welcoming there, and there have been many friendships made there too! So, really, there is tons of training to take advantage of! Plus, you will receive 22 days of training emails the first day that you sign up!

What is the shelf life on the mixes?

Coffees- just a few months (they lose their flavor after awhile). We do not suggest purchasing more than just a few of our coffees at one time for resale.

All other mixes- as long as they are sealed in their original bag, should hold their flavor and quality for up to a year.

How do I know what to order the first time so that I won't be stuck with mixes that aren't the best sellers?

There is a list of popular mixes to use as a guide in helping you get your first order together. We also suggest purchasing our sample kit.

Are the mixes subject to sales tax?

Every state's laws are very different. In Texas they are not taxable unless bundled in a basket with other items, but consult your local taxing authority for the rules in your area/state. When shipping them out of Texas, we do not charge tax to any of our distributors or retail customers.

Is the Gourmet Cupboard licensed through the Health Department?

Yes, we are. We are periodically checked by the Hardin County Health Department and the Texas Manufactured Foods Division.

Do we have to have a special permit or license to sell The Gourmet Cupboard mixes?

At some shows, you are required to have a temporary health permit. They will tell you ahead of time and it will state it in their application. Most of the arts and crafts shows don't require this, but some of the really big ones do. This usually costs around \$30.

Where can I go to sell the mixes?

All distributors have different ways and places that they sell the mixes. Art and Craft shows have proven to be very successful for most distributors who attend them. Festivals, trade days, and art and craft malls where vendors have designated booths are also great places to set up. You can check with your Chamber of Commerce for a listing of shows. Most will send you a brochure or a link to their calendar with all the shows, dates, and contact information for the whole year. Use Google to find upcoming shows and search for event calendars. Other vendors will also be able to let you know of shows they are aware of too. Other great places to set up are in a teachers' lounge before and during their lunch break and during their conference times. Some schools will allow vendors to come in and set up and others will not. The secretary should be able to let you know. Different places of work will also allow this as well.

Do you have company offered websites?

Yes! We give you a free affiliate website upon signing up! Having a website of your own is a great way to have an online presence for your TGC business!

Can we create and maintain our own website instead of having a website that's currently offered by The Gourmet Cupboard?

No, you cannot. The reason being is that the affiliate sites are constantly being updated. They adjust the sites with any new price changes, mix changes, company policy changes, form changes, etc.

How do I get credit for my customers' orders that are placed either through the main website or my affiliate site?

If they place the order through your affiliate site, we automatically send you a copy of the order, just so you will know who ordered, what they ordered, how much, etc. The rep receives \$1.50 per mix (unless it is more – like if they ordered a monthly special, a lb of coffee, etc.) The wholesale amount of the order is counted towards your PV (personal volume) and the commission is immediately added. Your commission amount can be found on your back office under E-Wallet-Fund Transfer.

If the customer goes to the main website instead of your affiliate, there is a drop down box where your customer can choose your name.

Does the company place re-order labels on the orders that are sent to customers?

If you are interested in us placing re-order labels with YOUR information onto these mixes to be drop shipped to your customer, we can do so for \$1.00 per order (no matter how many mixes are ordered). You can email us to let us know if this is something you would like for us to do (on orders that you drop ship and place yourself or on orders that are placed through your affiliate site). If so, we will include your name, email, and phone number. If there is something you would like for us to substitute instead, (like your affiliate web address, etc.) we can certainly do so!

How do we make money?

You purchase the mixes at wholesale prices and then resell them at retail prices. If someone places a retail order through our website or your website, we forward a copy of the order for your records, and your credits will be immediately added to your e-wallet. You can choose to use those credits to apply towards your next order or you can “cash in” any credits at any time as well.

Do you offer a discount to your customers if they buy more than one mix?

There have been several ideas for the “sale” prices that you can offer your customers. Please feel free to use any of these, make up your own, mix and match any of these, or not use any of these and offer no sales! It is totally up to you!

Idea A - Buy 8 of any size, get one free!

Idea B - Buy 10 of any size, get 10% off your total order!

Idea C - Buy \$30 worth and pick a grab bag.
(You can use the mixes for the month's specials for your grab bags.)

Idea D- Offer Scratch off Tickets with different prizes (you can pick and choose which ones you would like to order and offer)

What do you suggest I do for a display to make my tables look nice at a craft show?

There are so many different ways to display that really look nice. Many people fill different baskets full of mixes and group them together according to theme. (All the dips together, soups together, cookies and breads in one basket, etc.) Some people have actually labeled on the basket what is inside each one. They named the category and then typed below it the contents of the basket. You don't even have to have the same type of baskets. If you use all different sizes and shapes of baskets, that is fine! Some people have lined the baskets with material or bright colored tissue paper. Some people use a tablecloth and place different heights of boxes or Tupperware underneath and then place their baskets on top of the tablecloth (some on the risers and some on the actual tabletop). This looks nice too and gives your display a little variety with heights instead of all the baskets just sitting on the table. If you or someone you know is handy with

wood, we also have the patterns to the different display stands in the back office. Many pictures can be found on our Facebook page as well.

Do you find that most of your distributors do not have everything in stock? What do they usually do?

Each distributor is different in the ways that they run their business. Some have a really great stock and keep a few of each on hand, and some just usually order what others have ordered from them. We would suggest having on hand what you know is popular in your area and if someone orders something you don't have, then just place that in your next order. Honestly, your stock really just depends on what shows you go to, how big they are, how often you attend them, etc.

When should customers expect their mixes after ordering (let's say I do not have it in stock)?

We try to process orders as quickly as possible, and we will ship out your order within 5-7 business days after we receive it.

Is your facility smoke free?

Yes, it is.