



What is VFM Online Orders?

[VFM Online Orders](#) is an online pre-order system for vendors to sell directly to consumers. VFM Online Orders offers a convenient platform for customers to place orders with multiple vendors all in one place. It is our hope that this presale system will provide guaranteed income for vendors on market days, guarantee product availability for customers and expedite customers while shopping at the market. The platform is set up through Local Line, a Canadian online marketplace.

Why use VFM Online Orders?

[VFM Online Orders](#) helps you plan your shop and compare prices, pre-ordering saves time shopping while at the market and pre-purchasing ensures high demand products will be available when you need them.

Why do I have to pay up front for some orders but don't have to pay for other orders right away?

When ordering through [VFM Online Orders](#), you are ordering directly from each vendor. Each vendor has different payment policies and some will require payment upon ordering and others will require payment onsite. Please check with the individual vendor for their payment policy.

Why do some vendors require a minimum order amount?

Some vendors have set a minimum order amount based on what makes sense for the logistics of their business. If you have concerns about their minimum order requirements, please contact the vendor directly.

I am looking for a specific vendor but can't find them on VFM Online Orders.

Vendors who have opted to join the platform can be found on [VFM Online Orders](#) and does not include the full Vancouver Farmers Market vendor roster. If you would like to see a specific vendor, please contact the vendor directly and encourage them to create a profile.

How do I pick up my orders?

You can pick up your order directly from the vendor's stall at the market.

Some vendors may offer pick up locations outside of VFM markets, please check with these vendors for specific locations and times.

Does VFM offer delivery?

No, VFM does not offer delivery, however some vendors may be able to deliver their own products directly to you.

You can filter by "delivery" option on the [VFM Online Orders](#) site to find products that can be delivered directly through the vendor.

Do I get express pick-up/priority access at the market because I've placed an order online?

No, there is no express pick-up available at the markets at this time. However, since your pre-order guarantees the availability of the products you want, we encourage you to pick-up at the market during less busy times, typically between 12pm-2pm.

Can I purchase a gift card or use market money to pay for my online order?

No, VFM does not have a gift card or digital market money that can be used to pay for online orders.

Who do I contact for feedback, questions or concerns about VFM Online Orders?

Please email the VFM office for any feedback, questions or concerns: info@eatlocal.org

READY TO ORDER? Visit the [VFM Online Orders homepage](#) to get started!