



What is VFM Online Orders?

[VFM Online Orders](#) is a 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. 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.

How do I pick up my orders?

Each market is set up a bit differently for online order pickups. **All communication regarding pickups is between you & your vendor(s).**

Kitsilano

Online orders may be picked up directly from each vendor. Some vendors may bring your order to the entrance of the market so you can avoid standing in line. This will be up to each vendor to coordinate. Please inquire with the vendor(s) you order from directly. Please respect physical distancing while waiting.

Riley Park

Online orders are picked up directly from each vendor. There is no designated online order pickup spot at this location - please line up at the market entrance.

Trout Lake

Online orders may be picked up behind market tents, from the alley or from the park path, without waiting in the market entrance lineup. Please go directly to each tent and wait for your vendor to help you. Please respect physical distancing while waiting.

West End

Online orders may be picked up behind market tents, from the sidewalk on Comox St. Please go directly to each tent and wait for your vendor to help you. Please respect physical distancing while waiting.

Mount Pleasant

Online orders are picked up directly from each vendor. There is no designated online order pickup spot at this location - please line up at the market entrance.

Downtown

Online orders are picked up directly from each vendor. There is no designated online order pickup spot at this location - please line up at the market entrance.

False Creek

Online orders are picked up directly from each vendor. There is no designated online order pickup spot at this location - please line up at the market entrance.

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

Since your online order guarantees the availability of the products you want, we encourage you to pick-up at the market during less busy times, typically the second half of the market.

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” on the [VFM Online Orders](#) site to find products that can be delivered directly by the vendor.

Why do I have to pay up front for some orders but not for others?

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 while 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](#). The current list does not include the full Vancouver Farmers Market vendor roster. If you would like to see a specific vendor on Local Line, please contact the vendor directly and encourage them to create a profile. We are adding more vendors every week.

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