

*A comprehensive guide to our history,
mission, programs and products.*

Foreword by TJ Murphy
Owner + CEO



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Published by Baldor Specialty Foods®
Editor | Cecilia Estreich
Design + Photography | SOGA Design Collective

Conceived in the Bronx.
Printed in Manhattan.

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Welcome to Baldor 101 and thank you for taking the time to learn more about what we do and how we do it. We're so grateful for your support and we look forward to growing our relationship with you.

Whether you're looking for perfect porcinis or you need a consistent source for chopped kale, we have designed our business to get you what you need, when you need it. We specialize in produce but have excellent dairy, cheese, grocery and meat categories, making us the ultimate distributor for foodservice and retail alike.

We're equally proud of our company's dynamic atmosphere. Our flexibility allows us to innovate in response to our customer's demands. Many of our most beloved programs and services have grown out of your requests.

We hope you like what you see here. But, if you don't find the needs of your business addressed in these pages, please reach out to our team. We will do whatever we can to support you.

Thank you for being part of the family.

Gratefully Yours,



TJ Murphy with his daughter, Nina.





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OUR MISSION

Quality you can trust. Service that delivers.

Since the beginning, we have maintained our original promise – curate and deliver the best ingredients from around the world using cutting edge logistics to create a seamless customer experience. Our company is designed to cater to the unique needs of food businesses ranging from white tablecloth restaurants to grocery chains and everything in between.

While quality and service are our first priorities, creating a more environmentally sound and healthy food system has become the company's double bottom line.

“Baldor is a great option for us because they have a good mix of local, specialty and imported items. It's great that they also carry meat and pantry items and the Fresh Cuts really helps for large events. They deliver to Brooklyn reliably as well which is key for us. I've been a Baldor customer since 2000.”

-Alex Raij, *Owner Txikito, La Vara and El Quinto Pino*

“I've been using Baldor for the past 20 years. It's been great to see them grow into a full service company. But, I like that they have a small company approach. It's all in the details!”

-Bill Telepan, *Owner Telepan*

“I've been a customer for the past 20 years and have never thought about switching companies. It's not just about the products, but the relationships and customer service that make Baldor a great company.”

-Francois Payard, *Owner Payard Bakery*

OUR STORY

When Louis Balducci rented a pushcart for \$5.00 a week in 1918, little did he know that he was laying the foundations for Baldor Specialty Foods. In 1946, Louis opened a fruit stand called Balducci's Produce in Greenwich Village that flourished into a beloved specialty food shop. Food writer James Beard was a regular customer and noted that Balducci's always sold "the best of the best, at the right price."

A family business from the start, the company employed numerous family members including son-in-law, Kevin Murphy. Murphy ran Balducci's wholesale division, Baldor, so passionately that the Balducci family encouraged him to establish the business as an independent entity in 1991. Over the next decade, Baldor sustained continuous growth while maintaining the standard of excellence that made Balducci's a success. The company cemented its reputation for sourcing expertise after introducing blanched frisee to the American market. Murphy named it "Circus Frisee" after famed restaurant Le Cirque.

Today, Baldor is the leading importer and distributor of fresh produce and specialty foods in the Northeast and Mid-Atlantic regions. The company is headed by Kevin's son, T.J. Murphy, C.E.O. and Michael Muzyk, President. Under their leadership, Baldor remains committed to customer service, quality and innovation.



OUR COMMUNITY

At Baldor, we are committed to our community. We believe that our success is the direct result of our connection to the chefs, retailers, farmers and producers that make up our network. Evidence of this commitment exists throughout our endeavors as a company, from our emphasis on sourcing locally to our participation in industry events. Sometimes, it's as simple as stopping in for a bite at a customer's restaurant.

We also believe that a business is only as strong as the most vulnerable members of its community. In order to actively engage with those who are less fortunate, we instituted our Baldor Cares program.

Baldor's home is the Hunts Point area of the South Bronx and this is where we concentrate our energy.

OUR CHARITABLE PARTNERS INCLUDE:

Underserved schools in the South Bronx

Part of the Solution (POTS)

Edible Schoolyard NYC

Lustgarten Foundation

Food Bank for New York City



OUR CUSTOMERS

FOOD SERVICE

Baldor got its start delivering to restaurants and we're passionate about our food service clients. To guarantee the widest product range, we partner with over 1,000 farms around the world. We have nearly 300 refrigerated delivery trucks working around the clock to supply our customers with farm fresh foods.

Whether you run a four star hotel or a small bed and breakfast, Baldor is dedicated to being the supplier you need. We have the capacity to supply large events and sports venues such as the U.S. Open Tennis Tournament at Arthur Ashe Stadium. But, we're also sensitive to the needs of the little guys. In order to address storage space issues and over-ordering concerns, we frequently break cases and keep our delivery minimum at a reasonable \$100.

RETAIL

Our commitment to serving our retail partners extends to customers both big and small. We fulfill our retail orders quickly by shipping overnight directly from our nearest regional warehouse, and work with retail fulfillment centers by delivering short life items directly to the store.

When a retailer chooses Baldor, they are choosing quick access to an exceptional array of products and fully-prepped, packaged ingredients from our Urban Roots label, all in a single morning delivery. For more information on our Fresh Cut items, turn to page 16!



OUR ADVANTAGE

DELIVERIES

11pm deadline enables you to place orders after dinner service for next day delivery

2nd run policy allows you to place last minute orders for same day delivery

Rare closures mean that we're still making deliveries when our competitors are not

With nearly 300 trucks on the road, we can accommodate specific delivery windows and get you what you need on time

Our low delivery minimum lets you order exactly what you need and never more

PRODUCT OFFERINGS

Our Fresh Cuts program for food service processes prep-intensive ingredients to save you time and labor

Our Urban Roots product line for retailers prepares and packages your food exactly as you need it

Our team of produce experts sources a wide array of specialty crops, locally-grown items and organics

Our partnerships with leading producers create consistent access to the highest quality produce on the market at the most competitive prices.

SOME OF OUR PARTNERS INCLUDE:

Andy Boy	Earthbound Farm Organic	Kingsburg Orchards
B & W	Eckerton Hill Farm	Natalie's Orchard Island Juice Co.
Babe Farms	First Fruits	Ocean Mist Farms
Cal-Organic	Fresh Origins	Red Jacket Orchards
Coach Farm	Frog Hollow Farm	Ronnybrook Farm Dairy
Driscoll's	Harry's Berries	Satur Farms
	Hepworth Farms	Summeripe
	Ippolito Produce	Tanimura & Antle

FOOD SAFETY

Our state-of-the-art Bronx facility achieved an SQF Level 2 certification in 2014.

THIS SYSTEM INCLUDES:

- HACCP certification
- GMP's (Good Manufacturing Practices)
- Pre-requisite programs
- Building management
- Product identification, traceability and recall processes
- Site security and food defense processes
- Allergen management

SUSTAINABILITY

- We source locally whenever possible
- We operate various programs to reduce food waste
- We source from farms using environmentally sound growing practices
- We backhaul from local farms on existing delivery routes to minimize our carbon footprint



BALDOR BASICS

Now that we've told you a little bit about ourselves, let's get you started in a few easy steps!

SET UP YOUR ACCOUNT

1. Download a credit application at baldorfood.com
2. Submit your completed application via email to info@baldorfood.com
3. Please note that processing your application can take from 3 business days to multiple weeks depending on the completeness of the information submitted and the participation of your bank

SELECT YOUR HOMETOWN BALDOR WAREHOUSE

We deliver all the way from Maine to Virginia and have warehouses in Boston, New York and Washington D.C. In general, we deliver within a 150 mile radius of each warehouse. If you're not located in our delivery range but still want to order from Baldor, give us a call! We may be able to accommodate your request depending on your location and order size.

If you're more of a visual person, check out our delivery range map to get a sense of which warehouse to choose.

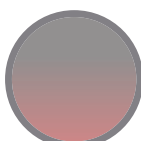
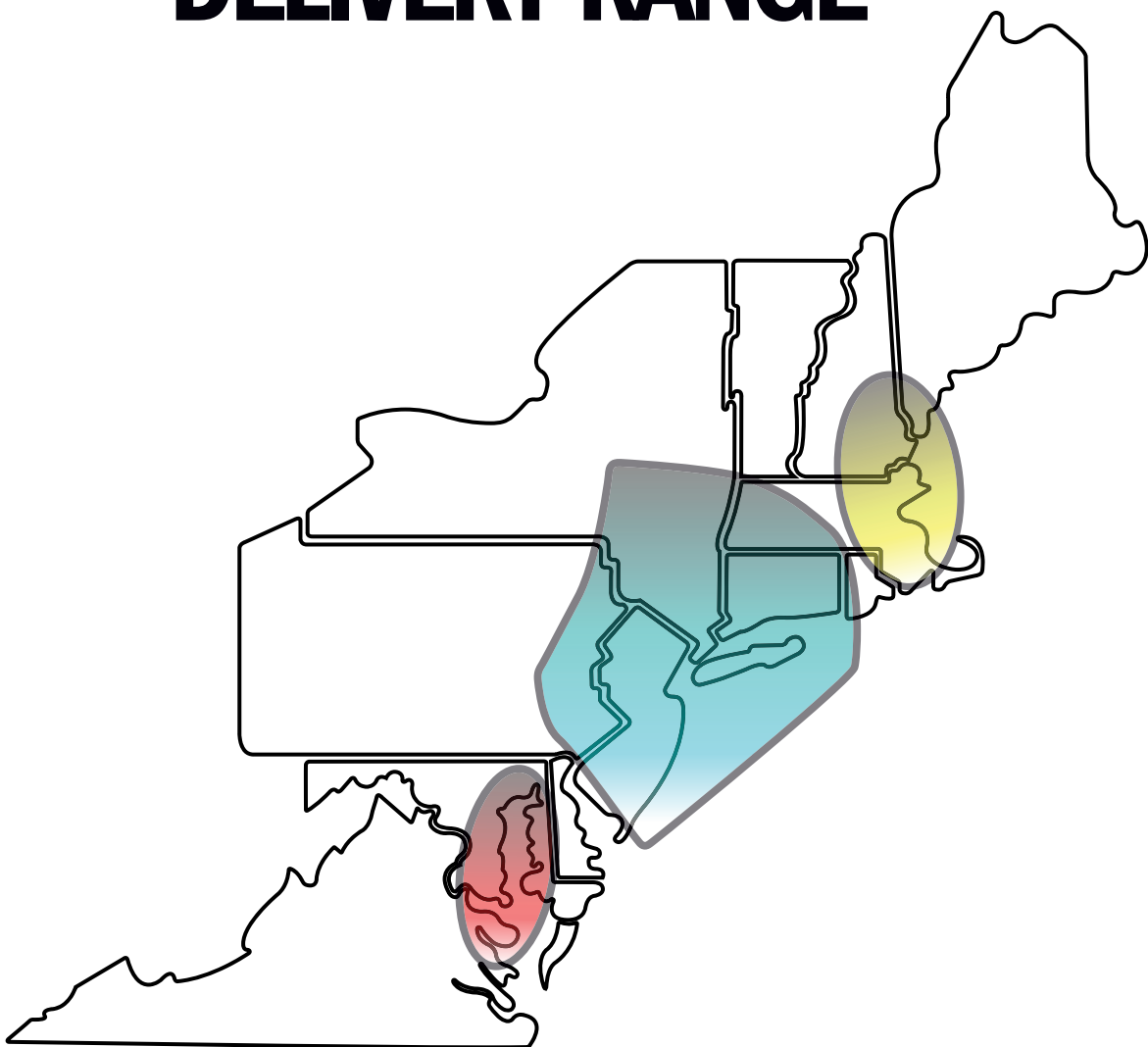
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(718) 860-9100

Washington, DC
(301) 317-7744

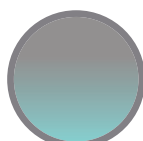
Boston
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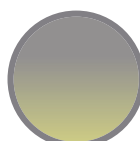
DELIVERY RANGE



DC



NY



Boston

BALDOR BASICS II

PLACE AN ORDER

We strive to deliver on time, but we can't make it happen alone! Before you place your first order, be sure to let your sales rep know any special delivery instructions such as security protocols, loading dock schedules or delivery entrance locations so that we can provide the best service possible.

GENERAL ORDERING GUIDELINES

DELIVERY DAYS: Baldor delivers Monday through Saturday.

ORDER DEADLINES: Orders must be placed by 11pm for next day delivery. After the 11pm order deadline, our voicemail will activate. At this point, you may leave your order on the voicemail. Depending on the circumstances and whether or not your order meets the delivery minimum, we will try to make your delivery on our second run. Please note that we cannot make any scheduling guarantees on our second runs. For more information on second runs, please see the next page.

WEEKEND ORDERING DEADLINES: On Saturday, you can place an order with a member of our team for Monday delivery from 6am to 3pm. After this point, you can leave a message on voicemail up until 11pm on Sunday for Monday delivery.

ORDER MINIMUMS:

We have a \$100 delivery minimum for customers in the New York Metro Area. For customers outside this area, we require a \$150 minimum.

HOLIDAYS: We ain't closed much.

But, we love our team and sometimes they need a day off.

Baldor is closed for the following holidays:

New Year's Day
Memorial Day
Labor Day
Thanksgiving Day
Christmas Day

SPECIAL SERVICES

Just because we like you,
we also offer some special services to make your life easier.

SECOND RUNS:

We offer second runs to customers in Manhattan if you place your order before 11am Monday through Friday. Please be aware that the second run schedule varies from day to day and that we cannot guarantee specific delivery times as a result.

SPLITS/BREAKING CASES:

We know that storage space in the kitchen can be tight! Most of our standard produce items can be broken down into smaller sized cases. Please ask your sales representative if you need less than a full case.

PRE-ORDER PROGRAMS

The following programs require a pre-order.
We promise it's worth it.

Murray's Program:

Order by 5 pm for next day delivery Monday through Friday

Fresh Origins Direct Shipment Program:

Order by 2pm for next day delivery Monday through Thursday

Koppert Cress Special Order Program:

Order by 10am Monday for Tuesday through Wednesday delivery

Order by 10am Wednesday for Thursday through Friday delivery

Order by 10am Friday for Saturday through Monday delivery

A background image featuring fresh vegetables like carrots, celery, and onions. In the bottom left corner, a smartphone is visible, displaying the Baldor Food website interface with various farm profiles and product listings.

SHOP SMARTER

GET TO KNOW BALDORFOOD.COM

We didn't want to live in a world where a drone could deliver groceries, but chefs were still placing orders by fax. So, we designed a website that combines the convenience of ecommerce with the industry expertise that we built our name on. The result is an online ordering platform that allows you to leisurely browse the profiles of our local farmers or to place an order in under 60 seconds flat by utilizing SmartShop.

In the pages that follow, you'll get know about our headline product categories and what makes them special. Please keep in mind that you can find a full listing of the available products that fall under each category by visiting our website!

To set up an online-ordering account, visit us at baldorfood.com or send us an email at info@baldorfood.com!

Then, consider selling your fax machine to a museum.

SOME OF OUR FAVORITE FEATURES INCLUDE:

Real time updates on our amazing inventory of over 5,000 products

Product detail pages with images so crisp you can see the hairs on each raspberry

Peak season listings to keep you in-the-know about our best items of the moment

Shop by Farm functionality that lets you browse the profiles of over 80 Baldor farms & partners

SmartShop technology that lets you replicate old invoices, save personalized menus, and place orders fast

Search

Ordering for This, Aug 18 [View Cart](#)

all orders must be placed before 11pm

FRUITS

VEGETABLES

ORGANICS

FRESH CUTS

MEAT & SEAFOOD

SPECIALTY & GROCERY

DAIRY

CHEESE

FOODIES

PEAK SEASON

LOCAL

FARM PARTNERS

SUMMER MENU GUIDE

EDIBLE SCHOOLYARD

INGREDIENT INDEX

COCKTAIL
INGREDIENTS

SHOP NOW

COCKTAIL INGREDIENTS

PEPPERS

PEAK SEASON

LOCAL

OUR CATEGORIES

Local

Peak Season

Fruits

Vegetables

Organics

Fresh Cuts

Meat & Seafood

Specialty & Grocery

Dairy

Cheese

SUMMER TOMATOES

The Most Flavorful Time of Year

Local New Jersey Large Heirloom Cherry Tomatoes

100 Pcs

ADD TO CART

Organic NY Large Heirloom Cherry Tomatoes

100 Pcs

ADD TO CART

Local New Jersey Large Heirloom Cherry Tomatoes

100 Pcs

ADD TO CART

Organic NY Large Heirloom Cherry Tomatoes

100 Pcs

ADD TO CART

Local New Jersey Large Heirloom Cherry Tomatoes

100 Pcs

ADD TO CART

Organic NY Large Heirloom Cherry Tomatoes

100 Pcs

ADD TO CART

Organic NY Large Heirloom Cherry Tomatoes

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ADD TO CART

Organic NY Large Heirloom Cherry Tomatoes

100 Pcs

ADD TO CART

Organic NY Large Heirloom Cherry Tomatoes

100 Pcs

ADD TO CART

Organic NY Large Heirloom Cherry Tomatoes

100 Pcs

ADD TO CART



PRODUCE

Produce is at the heart of what we do. While our offerings now include an extensive specialty line, it will always be our mission to source and distribute the finest produce on the planet. This commitment developed in response to an even greater goal—to offer a superior customer experience. Customer service is at the forefront of every program we design, from our Fresh Cuts unit which supplies restaurants with prepped ingredients to our list of hyper-seasonal ingredients like Saskatchewan chanterelles.

Over the past few years, Baldor's produce division has been transformed by our commitment to expand the local program and support farmers whose growing practices align with our standards. Today, we work with a growing list of local produce farms and source specific items to create a 100% transparent shopping experience.

AT A GLANCE

We partner with over 1,000 farms to guarantee the widest product range and consistent availability

Freshness is our priority—nothing stays in our warehouse more than a few days

We'll do the prep for you! We can process nearly anything through our Fresh Cuts division

We offer an extensive list of source specific produce from local farms

We have buyers who specialize in wild mushrooms, truffles and other unique produce items



FRESH CUTS

Fresh Cuts sets us apart from other food suppliers. We don't just deliver food. We source the best items, and then customize them according to your unique business needs. Need your potatoes cut a special way? Do you want your greens washed and prepared? Let us know. Utilizing Baldor's Fresh Cuts service allows the restaurant owner, kitchen manager and staff more time to focus on running their business. Our full line of Fresh Cuts yields 100% usable product while reducing waste, eliminating prep time, and improving profitability.

URBAN ROOTS

Urban Roots, our retail-packaged brand of processed fruits and veggies, utilizes the same premium produce we sell to our fine dining restaurants. Product is cut to order in our HACCP accredited SQF Level 2 facility and delivered right to your door within 24 hours maximizing your shelf life and limiting your walk in storage.

Our extensive line includes organics, cut fruit, individually packed herbs, salsa, mini potatoes, and much more.





WILD FORAGED MICROGREENS + EXOTICS

Baldor's buyers are always searching for those rare products that are hard to get your hands on. They go to great lengths to procure items like fresh wasabi rhizomes, Mara de Bois Strawberries from famed California grower Harry's Berries and wild elderflowers. If you read about it in a magazine or tried it years ago while travelling through the South of France, our purchasing team is always looking for a good challenge.

MICROGREEN PRE-ORDER PROGRAM

We keep a robust inventory of microgreens in house for next day delivery to make things as convenient as possible. But, we've also partnered with microgreen suppliers to offer you the full list of every item they grow. Through our pre-order program, you can access a vast array of tiny veggies, edible flowers, living cresses and unusual garnishes with only a short lead time. For a full availability list of all non-stock items, contact your sales person or email us at info@baldorfood.com.

Koppert Cress Pre-order Deadline

Order by 10am Monday for Tuesday through Wednesday delivery
Order by 10am Wednesday for Thursday through Friday delivery
Order by 10am Friday for Saturday through Monday delivery

Fresh Origins Pre-order Deadline

Place your order by 2pm Monday through Thursday for next day delivery via FedEx.

WILD MUSHROOMS + TRUFFLES

Baldor's wild mushroom program is managed by an industry veteran who sources directly from the field. Our direct relationships with wild mushroom pickers both domestically and internationally allow us to offer the freshest possible product at some of the most competitive prices on the market. Chances are if it's in season somewhere, Baldor has it in stock.

We also manage a full inventory of preserved truffles as well as fresh varieties throughout the year. We know that this item can be a daunting investment; during the busy season, our specialists are available by appointment to bring fresh product right to your kitchen for selection.



LOCAL

At Baldor, we don't enforce a rigid definition of 'local'. After all, the farms that are close to our Boston warehouse are not exactly local to our DC customers. Our philosophy is to bring you the highest quality products with 100% source transparency so you have the power to define 'local' in the way that best aligns with your principles and unique business needs.

That said, our local program sources from about fifty farms and includes everything from produce to grocery items. With trucks on the road from Maine to Virginia, Baldor is in a unique position to connect regional food systems throughout the Northeast and Mid-Atlantic. Our backhaul system allows us to pick up from local farms on existing truck routes, minimizing our carbon footprint and ensuring that we sell only the freshest product.

Curious what's in season now?



Visit us at baldorfood.com/local for a list of everything that's available and to learn more about our local farm partners!



PEAK SEASON

Like a parent who doesn't want to admit that she has a favorite child, we wish we could say that we love every item in our warehouse equally. But, just like your mom, we would be lying. Peak Season is where we go to shamelessly promote all of our favorite seasonal items. It is our venue to highlight the perfectly ripe local tomatoes, the first-of-the-season morels and California citrus at its peak.

Check out baldorfood.com/peakseason to stay updated on our latest and greatest.





MEAT+POULTRY

Baldor's Meat Program is run by two CIA graduates with years of combined experience working both in professional kitchens and the wholesale meat business. They have tailored this program to the unique demands of a chef. The department features a convenience-enhancing portion controlled beef program aimed at minimizing labor and streamlining cooking times. But, if you're feeling ambitious, we also offer whole lambs, goats and suckling pigs on a preorder basis.

Our Meat Department supports local, family-owned farms whenever possible.

SOME OF OUR FAVORITE LOCAL PRODUCERS INCLUDE:

Esposito's, New York, NY

For the past 80 years, this NYC based company has been cranking out some of the best sausage anywhere in the country. Their no-frills Hell's Kitchen storefront is still standing today.

Bella Bella Foie Gras, West Haven, CT

Bella Bella Foie Gras is one of only three foie gras producers in the United States. Widely renowned for their responsible production practices, Bella Bella is exceedingly gentle with their animals. The farm raises a crossbred Moulard duck that yields great taste while rendering off less fat than other breeds.

Senat Poultry, Paterson, NJ

These succulent Penobscott/Cobb cross, raised by the Amish in the heart of Pennsylvania Dutch country are hormone, antibiotic free and 100% vegetarian grain-fed. In addition to bearing the Certified Humane Raised label, Senat chickens won Bon Appetit's 2009 Best Tasting Chicken Award.

Crescent Duck, Aquebogue, NY

For five generations, Crescent Duck Farms has produced the highest quality, hormone and antibiotic-free ducks. Their unique production process results in succulent duck with excellent yield and fat content.



DAIRY+EGGS

When we last counted, our dairy line was over 100 items strong. We know, we know-- you don't think of Baldor as a dairy purveyor. Sadly, one of the most common refrains we hear from customers is something along the lines of "I had no idea that Baldor did non-produce items!"

Well, we think it's high time we got the word out. Not only is our dairy program full service, ranging from heavy cream to pasteurized egg whites and everything in between, but we are also the exclusive distributor of historic local dairy Ronnybrook. Our wide range of fluid dairy pack sizes makes this program suitable for many different business types. Sure, we stock whole milk in quarts that can be easily maneuvered during service. But, we also carry 5 gallon poly bags that fit the milk dispenser in your school's cafeteria.



CHEESE

Our cheese program is one of the most sophisticated in the area and has a heavy emphasis on local, farmstead styles. For maximum convenience, our website allows you to search the entire line by individual style, farm and geographic location so that you can assemble the ultimate cheese plate according to your preferences. Not finding what you're looking for? We have partnered with iconic retailer Murray's to build a program that allows Baldor customers to order any item from the Murray's catalogue; place your order by 5pm and you can expect it for next day delivery. Not too shabby.



A PERFECT PAIRING



BALDOR'S PARTNERSHIP WITH MURRAY'S CHEESE

Founded in 1940 by Murray Greenberg, Murray's is proud to be a Greenwich Village-based business and part of the neighborhood's rich food history. The main thing that makes Murray's special is their passion for cheese.

Baldor's partnership with Murray's was initiated in order to offer our customers their exclusive house-aged cheeses along with every imaginable accompaniment. Do you have a fantasy cheese that you can't find anywhere on the market? If so, give us a call! Murray's will custom-age cheese for Baldor's clientele as well.

For more information and a full list, contact your sales rep or visit the Murray's page on our website at baldorfood.com/farms/murrays-cheese

Pre-order Deadline for Murray's Cheese items:
Please place all orders for Murray's
by 5pm for next day delivery Monday through Friday



SEAFOOD + CAVIAR

Baldor has smoked and preserved seafood from around the world. We stock Mediterranean delicacies like boquerones, anchovies, sardines and bonito alongside treats like bottarga de muggine and the Italian fish sauce, Colatura di Alici. We also offer a variety of smoked fish from New York's most prominent smokehouses.

Feeling fancy? Don't forget about our full line of caviar that ranges from luxurious Osetra all the way to more affordable trout roe.



CHARCUTERIE

Maybe it's our Italian roots, but Baldor loves a good charcuterie plate. We're proud to report that our extensive list of cured meats makes us hungry every time we talk about it. Not only do we source our prosciuttos, salumi and saucissons from some of the best producers in the world, but we also offer a broad list of pickled veg and accompaniments to round out your restaurant's charcuterie board.

SOME OF OUR FAVORITE PRODUCERS INCLUDE:

Olympia Provisions, Portland, Oregon

Olympia Provisions approaches the craft of charcuterie with purity and patience, recreating a nearly extinct traditional technique that is seldom seen in America.

Salumeria Biellese, New York, NY

The Biellese family has been in business since their ancestors came to the USA from the province of Biella, a place revered for its tradition of curing meat. They use only the highest quality ingredients from local farms and their salumi features 100% Berkshire pork.



OLIVES + PRESERVED VEGETABLES

Speaking of those accompaniments for your charcuterie board, we carry over 120 different varieties of preserved veg. ranging from cornichons to lupini beans in harissa. Our pickle line would impress any delicatessen owner worth his salt and includes traditional half sours alongside updated classics from the reigning cool kids of pickles at Brooklyn Brine.

We also offer an extensive list of olives from around the world with kitchen staples like Kalamatas as well as less pedestrian varieties like Alfonso and oil-cured Black Beldi.



OILS + VINEGARS

Our oil and vinegar line has you covered for the workhorse staples like sunflower oil and red wine vinegar but also includes cold pressed nut oils, olive oils and finishing vinegars for when you need something distinctive.



GROCERY

Whether you're searching for premade hors d'oeuvres or saffron threads, chances are that you'll find it in our Specialty & Grocery department. This category really reflects both the breadth and the connoisseurship that define all of our non-produce programs. It's kind of like one of those great little gourmet boutiques that's stuffed to the gills with dependable staples alongside rare delicacies: always worth a browse to discover that one item you didn't know you couldn't live without.



PASTRY INGREDIENTS

Last, but not least, we wanted to put the spotlight on pastry. This program focuses on time-savers like premade tart shells, cheesecakes and pastry creams as well as high end raw ingredients like chocolates, flours and sweeteners. In fact, we recently became the exclusive distributor of all product lines in the acclaimed Swiss Chalet portfolio including La Rose Noire, Bakbel, Haco, Felchlin, Pernigotti, Darbo and more.

Jams

Flour

Purees

Decorations

Shells + Tarts

Glazes + Gels

Premade Pastries

Fondant + Pastes

Sugars + Sweeteners

Cocoa Powders + Chocolates

Pastry Creams + Dessert Mixes

Vanillas, Extracts + Compounds





STAY CONNECTED

As Ferris Bueller once said, “Life moves pretty fast. If you don’t stop and look around once in a while, you could miss it.” The same thing can be said of produce. We work with so many farms that it’s easy to overlook our best items, particularly the ones that are only around for a short while. We created our weekly emails to keep you informed on the can’t-miss produce news of the moment. Check out our email options below and sign up for all of them by contacting your sales rep or emailing us at info@baldorfood.com. You can also sign up quickly and easily by visiting baldorfood.com and registering at the bottom of our homepage!

FRESH UPDATE

If you’re going to subscribe to one, this is it! This email includes our Peak Season list, along with news on product launches and featured items.

PEAK SEASON

Our Peak Season list is curated daily, so you can enjoy our best, hyper-seasonal varieties before they’re gone. Our Peak Season email updates guarantee that you never miss the summer’s best apriums or the first shipment of ramps ever again.

NEWS FROM THE FARM

We designed this feature for all the produce nerds out there. If you’re the type who wants to know how the weather in California is affecting the price of romaine, this is the email for you. Subscribe for insider tips on bargain buys, incoming items, seasonal availability changes and more.

You can also visit the News from the Farm page on our website for comprehensive information and video features from our resident expert, Produce Pat.

FEELING SOCIAL?

WE ARE!

Get to know us better by following us on
Instagram, Facebook, YouTube and Twitter.

Stay on the lookout for contests, videos and more.

Twitter: @baldorfood
YouTube: Baldor Food
Instagram: @baldorfood
Website: baldorfood.com
Facebook: Baldor Specialty Foods



RETURNS

Around here, our goal is perfection. But, we've been in the business long enough to know that we sometimes fall a little short of the dream. If Baldor has delivered something that doesn't make you happy, follow one of these easy methods to receive full credit.

INSPECT AND REJECT METHOD

STEP ONE: CHECK IT OUT!

Please encourage your receivers to inspect your order at the time of delivery.

STEP TWO: SEND IT BACK

If an item is unsatisfactory, let the driver know.

He will write you a credit memo on the spot.

Easy, right?



24 HOUR METHOD WINDOW

CONSIDER THE RULES

This process includes a few more regulations than the good, ol' fashioned "kick-it-back" method. Please consider the following questions to determine whether you're eligible for a credit after time of delivery:

When did I receive the order?

It's called the "24 Hour Window Method" for a reason. Unfortunately, we cannot process credits that are requested more than 24 hours after delivery.

What item am I requesting credit for?

This one is important. Due to the conditions of our HAACP plan, we are unable to accept returns or issue credits for proteins after time of delivery. Inspect all proteins carefully and make sure to send back any unsatisfactory items with the driver.

What is the condition of the item?

We know that sometimes you must remove packaging in order to assess quality. But, please keep in mind that we typically only accept returns on items that are re-sellable with their original packaging intact.

MAKE THE CALL

Once you've determined that you're eligible for a credit, it's time to make the call or send the email! Please have the following information ready before contacting your sales person:

Invoice number / Reason that the item is unsatisfactory

Quantity of item for which you are requesting credit

Item code of product for which you are requesting credit*

*You can find this on your invoice



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