



# Frequently Asked Questions

## Farm Supplies

### **What is DFA Farm Supplies?**

DFA Farm Supplies is about convenience and cost reduction for the member, and this is reflected in the quality customer service and complete product offering.

### **What does DFA Farm Supplies offer?**

DFA Farm Supplies offers products and programs to reduce member farm input costs. The product offerings consist of milking supplies, animal health, forage harvest supplies, barn equipment and much more. If it's an item needed on the dairy, contact DFA Farm Supplies for pricing and availability.

### **What quantities do members have to purchase?**

DFA Farm Supplies sells quantities of single items, boxes, cases, pallets and even full truckloads. Depending on the size of the member farm and its individual needs, we work to obtain pricing and offerings to accommodate all producers.

### **Where do products ship from?**

Products are shipped from all over the United States direct to the farm. DFA Farm Supplies utilizes third party shipment such as UPS, FedEx, LTL truck freight and contract haulers for full load deliveries in order to maximize savings on the delivery of farm inputs and supplies directly from manufacturers and distributors.

### **How long does it take for products to arrive?**

Depending on the item, delivery will occur in as little as 2-5 days using standard ground shipment methods. Options do exist for faster delivery times and DFA Farm Supplies will inform members of these options depending on circumstances.

### **Do I have to pay fees to purchase from DFA Farm Supplies?**

DFA Farm Supplies is offered to all members and there are no fees to participate. Also offered, is the Buying Group, a fee based program for mid-to-large size farms. For more information on this program please contact DFA Farm Supplies.

### **How do I set up an account with DFA Farm Supplies?**

The process is easy. All members must complete a Commercial Credit Application, Milk Assignment Form and State Sales Tax Exempt form. The forms can be obtained by contacting DFA Farm Supplies at 1-866-591-2925 or by visiting the website at <http://www.dfafarmsupplies.com>. Once received, the documents will be processed within 48 hours and the member will be contacted to place their first order.

### **How do I place an order with DFA Farm Supplies?**

Ordering is easy and convenient using our 24-hour ordering process.

1. Call our 24-hour order line: 1-866-591-2925
2. E-mail your order to: [Orders@dfafarmsupplies.com](mailto:Orders@dfafarmsupplies.com)
3. Fax your order to: 1-315-433-2345

All orders will be confirmed the next business day.