



Welcome to Costeaux!

Thank you for choosing Costeaux. On behalf of our team, we are thrilled to serve you. To make the most out of your experience with us, below are the contact details and Frequently Asked Questions (FAQ). If you have any questions, feel free to contact us. We're here to help you in any way we can.

Ordering Contact Information

orders@costeaux.com

707-433-8600

Accounts Receivable Information

ar@costeaux.com

707-708-8010

Baking Centre Office Hours

Monday thru Friday 8:30am to 4:00pm

Planned Closures

Christmas Day – New Year's Day – Thanksgiving Day

Delivery Schedule

No deliveries on Sunday

Requested Delivery Day	Order Placed by 2:30 pm
Monday	Friday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday
San Francisco delivery – Monday & Friday	
North Coast delivery – M, W, TH, F, Sat	
No Deliveries on Sunday	



Ordering FAQ

Q: How can I order?

A: Orders can be placed via phone 707-433-8600, email orders@costeaux.com or our online portal <https://costeaux.flexibakeonline.com> Please contact us at orders@costeaux.com to set up access to our online portal

Q: What is the ordering process for my baked goods?

A: All products are on a minimum two-day lead time production schedule. Orders must be placed by 2:30pm for delivery in two-days. For example, Friday orders are due Wednesday. NOTE: Monday and Tuesday orders are due on Friday.

Q: Can I establish a standing order?

A: Absolutely! Please contact us to discuss what works best for your business and our team will work with you to set up a standing order.

Q: Can I adjust my standing order?

A: Yes. Following the 2-day lead time and cut-off, standing orders can be adjusted accordingly.

Q: Is there a minimum order for delivery?

A: Costeaux offers delivery 6 days a week to most locations in Sonoma, Marin and Napa counties. Delivery is offered 2 days per week in San Francisco and 5 days per week in Mendocino Counties. Please refer to our delivery schedule on page 1. To benefit from this service, orders must meet a minimum of \$100 or a delivery charge will apply. Certain other delivery requirements may also apply.

Q: Do you make things other than bread?

A: Yes. We offer over 200 bakery items. In addition to bread, rolls, and buns we craft cookies, cakes, croissants, pies, brownies, bars and more! Let us know what you might be looking for and we probably will have the product.



Billing FAQ

Q: What are my billing terms?

A: All Account terms are Net 10

Q: Will I be able to order if I have a delinquent account?

A: No, orders will not generate on delinquent accounts

Q: What is my credit limit as a new account?

A: \$1,000 unless otherwise determined based on credit history and order volume.

Q: When can I expect my statement?

A: Statements are distributed on the 1st and 15th of each month via email

Q: What method of payment is accepted by Costeaux French Bakery?

A: Credit Card, Check, or ACH Payments are accepted

Q: If I pay by credit card or ACH, when will I be charged?

A: Credit cards and ACH withdrawals are charged on the 1st and 15th of each month. A receipt will be emailed to the email address on file

Q: Do I need to fill out anything if I would like to pay via credit card or ACH?

A: Yes. Please fill out and return our credit card or ACH authorization form

Q: When will I receive my invoices?

A: Invoices are generated by email daily

Q: Who do I contact for billing questions?

A: Email any billing matters to ar@costeaux.com or leave a message at 707.708.8010