

### Business Hours

#### Monday–Friday

8:30AM–4:30PM (Pacific Time)

Horizon is closed for all BC statutory holidays

Orders received after 4:30PM Pacific Time will be delayed to the next business day

### Order Desk Contacts

Tel 604.524.6610 Toll-Free 1.800.663.1838

Outside toll-free, please call collect

Fax 604.524.9411 Toll-Free 1.877.219.1364

#### Mailing Address

5589 Trapp Avenue Burnaby BC V3N 0B2

www.horizondistributors.com

### Email Contacts

#### Orders only

orders@horizondistributors.com

#### Claims and refunds

claims@horizondistributors.com

#### General inquiries

generalinquiries@horizondistributors.com

## Order Consolidation

Buying group **orders must be consolidated** into a single (1) order before transmission by phone, fax or email to Horizon.

## Next Day Shipping

Orders placed by 4:30PM Pacific Time will be shipped the next business day.

## Payment Options

We accept Visa and MasterCard as payment at the time of ordering by phone. Customers picking up orders can pay by Visa, MasterCard or Interac (debit card). In-house credit financing is available upon request of a credit application.

## Claims

Claims requests must be reported to our Claims department within two (2) business days of receipt of goods. Please quote the invoice number when making your claim and obtain approval before arranging a return. Horizon will not accept products returned to our warehouse without prior approval. Goods cannot be returned for credit after 30 days from delivery date. If returned goods are not Horizon's responsibility, freight charges for the return are at the customer's expense and a 10% restocking fee will apply. Please note that Horizon will not accept returned products with store labels or price tags affixed.

## Freight Claims

When receiving your order from a carrier, **please check for damages and count the pieces.** For the purpose of freight claims, you must note any discrepancy (eg. missing pieces, damaged goods, thawed frozen products) on the carrier's bill of lading and have the driver acknowledge it with a signature. Please notify our Claims department of any discrepancy by phone, fax or email to claims@horizondistributors.com within two business days of receipt of goods. **Ice cream and frozen novelties are shipped at consignee's risk beyond prepaid points.** Hidden damage must be reported by phone, fax or email to Horizon's Claims department and the freight company **within 24 hours** of receipt of goods (including weekends). **Horizon cannot make a freight claim on your behalf for freight-related problems that have been accepted as delivered without notation of shorts and damages on the bill of lading.**

## Prices

Horizon will do our utmost to hold prices from catalogue to catalogue, but **all prices are subject to change without notice.** This is especially true during times of volatile currency exchange rates and changing tariffs. **We will fill orders regardless of price changes unless notified otherwise.**

## Dry Ice

Dry ice is available free of charge to customers who pick up at our warehouse.

## Out of Stock Items

Horizon is proud of our fill-rate but, nevertheless, out-of-stocks do happen. They are mostly due to supplier shorts when products are temporarily unavailable due to production delays. Please re-order out-of-stock items as Horizon does not process back orders. At your request, we can let you know which items are out-of-stock.

## Split Cases

Horizon offers **split cases** of **selected products.** Please refer to the handy reference at the bottom of each catalogue page, which indicates that where noted, items are S (splittable), available in half cases or the fraction noted, or E (each), sold by the single unit. There is a charge of 5% of the case price of the S (split) items ordered to cover the cost of the labour and materials expended in repacking. **Please note that volume discount pricing does not apply to items ordered in split cases.** Items with an E (each) beside the description can be ordered individually without a repacking charge.

## Out of Town Calls

We are happy to offer a toll-free line. Although it is free to our customers, we do pay regular charges, so we kindly ask for the cooperation of those using the 800 line in having orders or information ready when calling.

## Canadian Listings

In this publication, "Canadian" refers to the origin of the company and does not serve as a guarantee that their listed products are manufactured and/or packaged in Canada.

## Warehouse Pick-ups

**Order Pick-up Hours: 8:30AM–4:30PM (report to Reception)**

## Depot Pick-ups

Orders will be shipped to the nearest freight depot as freight companies do not ship to residences. All customers picking up orders at freight depots will be required to show two current and valid pieces of identification.

## Volume Discounts

This volume discount is in addition to the existing freight discounts listed below.

Orders over \$2,500: 2% discount off invoice

## Freight Subsidy

For destinations beyond those listed below, Horizon will subsidize freight only to the nearest of the locations noted. Additional freight charges are collect beyond these points. **Please note that the HST or GST is charged on freight. We reserve the right to ship prepaid orders with our choice of carrier.**

Destination	Minimum Order	Subsidy	Prepaid Point
<b>British Columbia</b>			
Lower Mainland, east to Hope	\$300	pick up	
Vancouver Island	\$1,000	40% prepaid by Horizon	To Main Centres: Carrier's Depot
Whistler Corridor: Hwy 99 north to Whistler	\$1,000	40% prepaid by Horizon	To Main Centres: Carrier's Depot
Sunshine Coast: Gibsons to Powell River	\$1,000	40% prepaid by Horizon	To Main Centres: Carrier's Depot
Okanagan: BC Southern Interior	\$1,000	40% prepaid by Horizon	To Main Centres: Carrier's Depot
Kootenays: East, West and Central	\$1,000	40% prepaid by Horizon	To Main Centres: Carrier's Depot
Central BC, Cariboo and Northern BC	\$1,000	40% prepaid by Horizon	To Main Centres: Carrier's Depot
<b>Western Provinces, Yukon and Northwest Territories</b>			
Alberta	\$1,500	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton
Saskatchewan	\$1,500	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton
Manitoba	\$1,500	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton
Northwest Territories	\$1,500	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton
Yukon	\$2,500	25% prepaid by Horizon	Carrier's Depot: Whitehorse

## Questions?

Our Customer Service department will be glad to assist you with any inquiries into customer location and freight zones.

## Warehouse Policy Notes

Children are not allowed in our warehouse for safety reasons. All customers must stay within the designated waiting area.