

# New Customer Information



 5589 Trapp Avenue | Burnaby BC V3N 0B2 | Canada  orders@horizondistributors.com  
 Local 604.524.6610 | Toll-Free 1.800.663.1838  Local 604.524.9411 | Toll-Free 1.877.219.1364

## Contact

Buying Club Name .....

Primary Contact Name .....

Phone ( ) ..... Fax ( ) ..... E-Mail .....

Secondary Contact Name .....

Phone ( ) ..... Fax ( ) ..... E-Mail .....

Expected Order Size ..... Expected Order Frequency .....

Are you interested in receiving catalogues and pricing updates via email? (No contact information will be shared with parties outside Horizon) ..... If yes, please provide contact e-mail .....

**How did you hear about Horizon?** .....

## Mailing | Shipping

Mailing Address .....

City ..... Province ..... Postal Code .....

Shipping Address (if different) .....

City ..... Province ..... Postal Code .....

Phone ( ) ..... Fax ( ) ..... E-Mail .....

## Payment

**PAYMENT BY CREDIT CARD OR INTERAC (DEBIT CARD)** | We accept Visa and MasterCard as payment at the time of ordering by phone. Customers picking up orders in person will be offered the option of paying by Visa, MasterCard or Interac (debit card). Credit applications are available by request only. ....

**CREDITS AND REFUNDS** | Requests for credits or refunds must be reported to our office within 2 working days of receipt of goods. Please quote the invoice number when making such requests and obtain approval before arranging the 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 the result of spoilage or our error, freight charges for their return must be prepaid and a 10% restocking fee will apply. Please note that we cannot accept returned product with store labels or price tags affixed. ....

**FREIGHT CLAIMS** | When receiving a shipment, please check and count the order. For the purpose of freight claims, you must note any discrepancy (eg. missing pieces, damaged goods, spoiled frozen products) on the bill of lading and have the driver acknowledge it with a signature. Please notify our Customer Service department of any discrepancy by phone and/or fax as soon as possible. Hidden damage found after the departure of the freight driver must be reported by phone and/or fax to the freight company and Horizon within 24 hours of delivery (including weekends). Damaged products must be held for return to the freight company as they become their property. Neither Horizon nor the shipping company will honour credit claims for freight-related problems that have been accepted as delivered without notation of shorts and damages on the bill of lading. **B**