

### 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](http://www.horizondistributors.com)

### Email Contacts

#### Orders only

[orders@horizondistributors.com](mailto:orders@horizondistributors.com)

#### Claims and refunds

[claims@horizondistributors.com](mailto:claims@horizondistributors.com)

#### General inquiries

[generalinquiries@horizondistributors.com](mailto:generalinquiries@horizondistributors.com)

## Next Day Delivery and Shipping

Orders placed by 4:30PM Pacific Time will be delivered or 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](mailto: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.**

## Enclosures

We accept enclosures from other wholesalers at a surcharge of \$15 each per enclosure. No fee is charged for PSC Natural Foods enclosures. **Always** inform the Customer Service department about enclosures when placing your order. It is your responsibility to ensure that any enclosures are delivered to Horizon the business day before your order ships from our warehouse. Please note that Horizon does not subsidize freight on enclosures. We do not accept frozen or produce items for enclosure.

## 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.

## Pick-up Orders and Collect Shipments

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

### Depot Pick-ups

All customers picking up orders at freight depots will be required to show two current and valid pieces of identification.

### Carrier Information

Truck delivery is limited to retail stores only from 9:00AM–5:00PM weekdays. **Please note that Horizon does not book delivery appointments.** We are pleased to offer free delivery or freight subsidy with the following conditions:

Destination	Prepaid Point	Minimum Order
<b>Lower Mainland</b>		
Vancouver, Richmond, Burnaby, Coquitlam, Port Moody, Port Coquitlam, New Westminster, North Shore		\$200
Fraser Valley: Delta, Surrey, Langley, Aldergrove, Maple Ridge, Mission, Abbotsford		\$300
Upper Fraser Valley	All points east of Abbotsford or Mission to Hope	\$500
<b>Islands</b>		
Vancouver Island	All direct service points along Hwy 17 and 17A, Hwy 1, Hwy 19 and 19A north to Campbell River	\$750
Vancouver Island: Tofino	All direct service points along Hwy 4 to Tofino	\$1,500
Bowen Island	Direct	\$750
Salt Spring Island	Direct	\$1,500
<b>BC Outside Lower Mainland</b>		
Whistler Corridor	All points along Hwy 99 north to Whistler	\$750
Sunshine Coast: Gibsons to Powell River	Hwy 101 to Powell River	\$1,000
Okanagan: BC Southern Interior	All points along Hwy 1 east to Revelstoke, Hwy 97 south to Penticton	\$1,000
Kootenays: East, West and Central	All points along Hwy 3 east to Cranbrook including Nelson and Kimberly	\$1,500
Central BC, Cariboo and Northern BC	All points along Hwy 1 east of Kamloops and Hwy 97 north of Cache Creek to Prince George	\$1,500
<b>Outside BC</b>		
Alberta	Direct to Calgary or Edmonton	\$1,200
Saskatchewan	Direct to Regina or Saskatoon	\$2,500
Manitoba	Direct to Winnipeg	\$2,500
Yukon	Direct to Whitehorse	\$2,500
Northwest Territories	Direct to Edmonton	\$1,200

**Please note that HST applies to freight charges.** Freight charges for orders which do not meet the required minimums noted above, or for those destined beyond the above prepaid points, will be billed collect regardless of order size. A \$10 fee will apply to Lower Mainland delivery orders that do not meet the minimum order. For those communities without scheduled delivery service, orders will be made available at the nearest freight depot. All customers picking up orders at carrier depots will be required to show two current and valid pieces of identification. Prepaid orders will be shipped with the carrier of our choice. Residential freight deliveries are subject to additional charges at the freight company's discretion. These charges are the responsibility of the customer.

### Warehouse Policy Notes

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