

Business Hours

Monday–Friday
8:30AM–4:30PM (Pacific Time)

Horizon is closed Saturday, Sunday and all British Columbia 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

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

Horizon Online

Customers can view and order a broad range of Horizon Grocery and Wellness products, access account information and Horizon marketing tools. To register for Horizon Online, email us at horizononlinesupport@horizondistributors.com.

Order Consolidation

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

Next Day Delivery and Shipping

Orders placed by 4:30PM Pacific Time (Monday–Friday) will be picked up, delivered or shipped the next business day. Note that there is a 2:00PM Pacific Time order deadline for same-day shipments to Alberta, Saskatchewan and Manitoba. Please do not leave orders in any voice mailbox. See **Shipping Information** for order minimums by region.

Payment Options (New Customers)

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 and Returns

Claims requests must be reported to our Claims department (claims@horizondistributors.com) 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 15% restocking fee will apply. All returned products must arrive at Horizon in saleable condition. Please note that Horizon will not accept returned products with 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 (e.g. missing pieces, damaged goods, thawed frozen products) on the carrier's bill of lading or tablet 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.**

Freight Charges

Freight charges will be applied to Salt Lamps shipped to Saskatchewan, Manitoba and Yukon.

Out-of-Stock Items

Horizon does our best to maintain industry-leading fill rates. We provide detailed out-of-stock information by item on invoices including updated estimated time of arrival (ETA). Please reorder 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.

Canadian Listings

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

Warehouse Pick-up Orders and Collect Shipments

Horizon Order Guidelines: Order pick-up hours 8:30AM–4:30PM \$400.00 minimum Reception, 5589 Trapp Avenue, Burnaby, BC
Children are not allowed in our warehouse for safety reasons. All customers must stay within the designated waiting area.

Depot Pick-ups

All customers picking up orders at freight depots must show two (2) valid pieces of identification. Daily storage charges will be applied for orders not picked up within 48 hours of arrival at the freight depot.


Carrier Information

Orders defined as **DRY REPACK under 300 pounds** will be shipped via courier direct to residential addresses. Orders defined as **GROCERY D/C/F over 300 pounds** will be shipped via a common carrier to the nearest freight depot as freight companies do not deliver in residential areas. Prepaid orders will be shipped with the carrier of our choice.

Freight Subsidy

For destinations beyond those listed in the table below, Horizon will subsidize freight only to the nearest of the locations noted. Additional freight charges are collect beyond these points. **Please note that GST is applied to freight charges. We reserve the right to ship prepaid orders with our choice of carrier.** Freight charges for orders that do not meet the required minimums noted below, or for those destined beyond the prepaid points, will be billed collect regardless of order size.

HORIZON GROCERY+WELLNESS Order Minimums	GROCERY D/C/F ORDER	DRY REPACK ORDER
	DIRECT	DIRECT

DRY REPACK orders under 300 pounds defined as Wellness Supplements and Personal Care items and/or the following light, dry grocery items often repacked into a protective box and shipped by courier: Teas (Filterbags, Loose), Bars, Chews and Gels (Breakfast/Snack/Functional/Nutritional/Energy/Chocolate), Candy (Confection/Sweet Snacks). All Repack items are identified using the  symbol.

GROCERY D/C/F orders over 300 pounds defined as Dry Grocery, Wellness Supplements and Personal Care items, Cooler, Frozen and Household items shipped as repacked boxes or cases on a pallet by truck.

Destination	Subsidy	Prepaid Point	Minimum	Minimum
Lower Mainland				
Lower Mainland east to Hope	Pick up at Horizon	Dry Repack orders will be shipped via courier direct to residential addresses. Grocery D/C/F orders will be shipped via common carrier to the nearest freight depot as freight companies do not deliver in residential areas.	\$400	\$400
Whistler Corridor: Hwy 99 north to Whistler	Pick up at Horizon	Dry Repack orders will be shipped via courier direct to residential addresses. No shipping for Grocery D/C/F orders as no depots are available in these areas.	\$400	\$400
Sunshine Coast + Gulf Islands				
Sunshine Coast, Bowen Island, Gulf Islands	Pick up at Horizon	Dry Repack orders will be shipped via courier direct to residential addresses. No shipping for Grocery D/C/F orders as no depots are available in these areas.	\$400	\$400
BC Outside Lower Mainland				
Vancouver Island	40% prepaid by Horizon	To Main Centres: Carrier's Depot	\$1,000	\$400
Okanagan: BC Southern Interior	40% prepaid by Horizon	To Main Centres: Carrier's Depot	\$1,000	\$400
Kootenays: East, West and Central	40% prepaid by Horizon	To Main Centres: Carrier's Depot	\$1,000	\$400
Central BC, Cariboo and Northern BC	40% prepaid by Horizon	Carrier's Depot: Prince George	\$1,000	\$400
Outside BC				
Alberta	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton	\$1,500	\$400
Saskatchewan	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton	\$1,500	\$400
Manitoba	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton	\$1,500	\$400
Northwest Territories	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton	\$1,500	N/A
Yukon	25% prepaid by Horizon	Carrier's Depot: Whitehorse	\$2,500	N/A