

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 Toll-Free 1.877.219.1364
Mailing Address

5589 Trapp Avenue Burnaby BC V3N 0B2
www.horizondistributors.com

Email Contacts

Orders only
groceryorders@horizondistributors.com

Claims and refunds
groceryclaims@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 groceryorders@horizondistributors.com.

Next Day Delivery and Shipping

Orders placed by 4:30PM Pacific Time will be picked up, delivered or shipped the next business day. Please do not leave orders in any voice mailbox. Please see **Carrier Information** for regional information if you would like to co-ship Horizon Grocery and Horizon Wellness orders together.

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 (groceryclaims@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 store labels or price tags affixed. Horizon does not guarantee sales.

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 groceryclaims@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 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.

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.

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

Horizon Grocery Order Guidelines....Order pick-up hours 8:30AM–4:30PM...\$300.00 minimum...Reception, 5589 Trapp Avenue, Burnaby, BC

Horizon Wellness Order Guidelines...Order pick-up hours 8:30AM–3:30PM...\$300.00 minimum...Reception, 110-5560 Trapp Avenue, Burnaby, BC

Warehouse Policy Notes

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

Carrier Information and Depot Pick-ups

Horizon sells Wellness and Grocery products from two different facilities within the same business park. Visit www.horizondistributors.com to download catalogues or place orders for either facility and have them co-shipped together.

Wellness orders will be shipped via courier direct to residential addresses. Grocery orders and Co-Ship orders will be shipped via common carrier to the nearest freight depot (if available) as freight companies do not deliver in residential areas. All customers picking up orders at freight depots will be required to show two (2) valid pieces of identification.

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 HST or GST is charged on freight. We reserve the right to ship prepaid orders with our choice of carrier.**

HORIZON GROCERY+WELLNESS Order Minimums			GROCERY ORDER	WELLNESS ORDER	GROCERY + WELLNESS
			DIRECT	DIRECT	CO-SHIP
Destination	Subsidy	Prepaid Point	Minimum	Minimum	Minimum
Lower Mainland					
Lower Mainland east to Hope	Pick up at Horizon	Wellness orders will be shipped via courier direct to residential addresses. Grocery orders and Co-Ship orders will be shipped via common carrier to the nearest freight depot as freight companies do not deliver in residential areas.	\$300	\$300	
Sunshine Coast + Gulf Islands					
Sunshine Coast, Bowen Island, Gulf Islands	Pick up at Horizon	Wellness orders will be shipped via courier direct to residential addresses. No shipping for Grocery orders and Co-Ship orders—no depots are available in these areas.	\$300	\$300	
BC Outside Lower Mainland					
Whistler Corridor: Hwy 99 north to Whistler	40% prepaid by Horizon	To Main Centres: Carrier's Depot	\$1,000	\$300	\$1,000
Vancouver Island	40% prepaid by Horizon	To Main Centres: Carrier's Depot	\$1,000	\$300	\$1,000
Okanagan: BC Southern Interior	40% prepaid by Horizon	To Main Centres: Carrier's Depot	\$1,000	\$300	\$1,000
Kootenays: East, West and Central	40% prepaid by Horizon	To Main Centres: Carrier's Depot	\$1,000	\$300	\$1,000
Central BC, Cariboo and Northern BC	40% prepaid by Horizon	Carrier's Depot: Prince George	\$1,000	\$300	\$1,000
Outside BC					
Alberta	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton	\$1,500	\$350	\$1,500
Saskatchewan	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton	\$1,500	\$350	\$1,500
Manitoba	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton	\$1,500	\$350	\$1,500
Northwest Territories	40% prepaid by Horizon	Carrier's Depot: Calgary or Edmonton	\$1,500	\$1,200	\$1,200
Yukon	25% prepaid by Horizon	Carrier's Depot: Whitehorse	\$2,500	\$2,500	\$2,500

Provincial Beverage Container Recycling Programs: Effective November 1, 2019

A "U" notation after a product listing in our catalogue indicates that surcharges for recycling programs, which include any refundable deposits, will be added on invoice.

	BC			AB			SK		
Container	0-500ml	501ml-1L	>1L	0-500ml	501ml-1L	>1L	0-300ml	301ml-999ml	>1L
Aluminum	\$0.10	\$0.10		\$0.10	\$0.10	\$0.25	\$0.17	\$0.17	\$0.32
Bi-Metal	\$0.14	\$0.14	\$0.20	\$0.17	\$0.17	\$0.25	\$0.17	\$0.17	\$0.32
Plastic (PET)	\$0.13	\$0.13	\$0.25	\$0.12	\$0.12	\$0.35	\$0.18	\$0.18	\$0.33
Plastic (HDPE)	\$0.13	\$0.13	\$0.25	\$0.12	\$0.12	\$0.35	\$0.18	\$0.18	\$0.33
Drink Box/Tetrapak	\$0.10	\$0.15		\$0.14	\$0.14	\$0.37	\$0.15	\$0.15	\$0.30
Glass	\$0.16	\$0.16	\$0.37	\$0.19	\$0.19	\$0.35	\$0.19	\$0.29	\$0.49
Gable Top	\$0.10	\$0.10	\$0.25	\$0.12	\$0.12	\$0.35	\$0.15	\$0.15	\$0.30
	YK			NT					
Container	0-500ml	501ml-1L	>1L	0-500ml	501ml-1L	>1L			
Aluminum	\$0.10	\$0.10	\$0.35	\$0.18	\$0.18	\$0.35			
Bi-Metal	\$0.10	\$0.10	\$0.35	\$0.15	\$0.15	\$0.35			
Plastic (PET)	\$0.10	\$0.10	\$0.35	\$0.18	\$0.18	\$0.35			
Plastic (HDPE)	\$0.10	\$0.10	\$0.35	\$0.18	\$0.18	\$0.35			
Drink Box/Tetrapak	\$0.10	\$0.10	\$0.35	\$0.15	\$0.15	\$0.35			
Glass	\$0.10	\$0.10	\$0.35	\$0.23	\$0.23	\$0.38			
Gable Top	\$0.10	\$0.10	\$0.35	\$0.15	\$0.15	\$0.35			
Milk/Milk Substitute	\$0.10	\$0.10	\$0.10						