

## 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](mailto:groceryorders@horizondistributors.com).

## Next Day Delivery and Shipping

Grocery orders placed by 4:30PM Pacific Time (Monday–Friday) can be picked up, delivered or shipped the next business day. For co-ship orders with Horizon Wellness, Wellness orders must be received by 12:00PM Pacific Time for next business day dispatch. See **Carrier Information** for regional information if you would like to co-ship Horizon Grocery and Horizon Wellness orders together. Do not leave orders in any voice mailbox.

## 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](mailto: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.

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

**Horizon Grocery Order Guidelines**....Order pick-up hours 8:30AM–4:30PM...**\$300.00 minimum**...Reception, 5589 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](http://www.horizondistributors.com) to 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 Grocery and Co-Ship orders 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.**

<b>HORIZON GROCERY+WELLNESS Order Minimums</b>			GROCERY ORDER	WELLNESS ORDER	GROCERY + WELLNESS
			DIRECT	DIRECT	CO-SHIP
Destination	Subsidy	Prepaid Point	Minimum	Minimum	Minimum
<b>Lower Mainland</b>					
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	
Whistler Corridor: Hwy 99 north to Whistler	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	
<b>Sunshine Coast + Gulf Islands</b>					
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	
<b>BC Outside Lower Mainland</b>					
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
<b>Outside BC</b>					
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 February 1, 2021

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	\$0.11	\$0.11		\$0.10	\$0.10	\$0.25	\$0.17	\$0.17	\$0.32
Bi-Metal	\$0.14	\$0.14	\$0.10	\$0.14	\$0.14	\$0.25	\$0.17	\$0.17	\$0.32
Plastic (PET)	\$0.12	\$0.12	\$0.17	\$0.13	\$0.13	\$0.36	\$0.18	\$0.18	\$0.33
Plastic (HDPE)	\$0.12	\$0.12	\$0.17	\$0.13	\$0.13	\$0.36	\$0.18	\$0.18	\$0.33
Drink Box/Tetrapak	\$0.10	\$0.15		\$0.12	\$0.12	\$0.34	\$0.15	\$0.15	\$0.30
Glass	\$0.17	\$0.17	\$0.28	\$0.21	\$0.21	\$0.36	\$0.19	\$0.29	\$0.49
Gable Top	\$0.10	\$0.10	\$0.16	\$0.13	\$0.13	\$0.34	\$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				
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						