

## 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](mailto:horizononlinesupport@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 see **Shipping Information** for order minimums by region.

## Payment Options (New Customers)

We accept Visa and MasterCard as payment when 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](mailto: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 the 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 affixed store labels or price tags. Horizon does not guarantee sales.

## Freight Claims

When receiving your order from a carrier, **please check for damages and count the pieces**. For 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](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 the 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 \$20 each per enclosure. No fee is charged for PSC Natural Foods or Discovery Organics enclosures. **Always** inform the Customer Service department about enclosures when placing your order. You are responsible for ensuring 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 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 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. We can let you know which items are out of stock at your request.

## Canadian Listings

In this publication, "Canadian" refers to the company's 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 \$300.00 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. Orders defined as **GROCERY D/C/F over 300 pounds** will be shipped via Horizon Delivery Truck or a common carrier. Truck delivery is limited to retail stores only from 9:00AM–5:00PM on weekdays. **Please note that Horizon does not book delivery appointments.** Orders will be made available at the nearest freight depot for those communities without scheduled delivery service. 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.

## 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 above, 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.

| Region  | Prepaid Point   | Minimum | Minimum |
|---|---|---------|---------|
| <b>Lower Mainland</b>   |   |         |         |
| Vancouver, Richmond, Burnaby, Coquitlam, Port Moody, Port Coquitlam, New Westminster, North Shore |   | \$400   | \$400   |
| Fraser Valley: Delta, Surrey, Langley, Aldergrove, Maple Ridge, Mission, Abbotsford               |   | \$400   | \$400   |
| Upper Fraser Valley   | East of Abbotsford or Mission to Hope   | \$500   | \$400   |
| <b>Islands</b>  |   |         |         |
| Vancouver Island  | All direct service points along Hwy 14, Hwy 17, Hwy 17A, Hwy 1, Hwy 19, 19A north to Campbell River | \$800   | \$400   |
| Vancouver Island Tofino   | All direct service points along Hwy 4 to Tofino   | \$1,500 | \$400   |
| Bowen Island  | Direct  | \$800   | \$400   |
| Salt Spring Island  | Direct  | \$1,500 | \$400   |
| <b>BC Outside Lower Mainland</b>  |   |         |         |
| Whistler Corridor   | All points along Hwy 99 north to Whistler   | \$800   | \$400   |
| Sunshine Coast: Gibsons to Powell River   | Hwy 101 to Powell River   | \$1,000 | \$400   |
| Okanagan: BC Southern Interior  | All points along Hwy 1 east to Revelstoke, Hwy 97 south to Penticton                                | \$1,000 | \$400   |
| Kootenays: East, West and Central   | All points along Hwy 3 east to Cranbrook including Nelson and Kimberly                              | \$1,500 | \$400   |
| 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 | \$400   |
| <b>Outside BC</b>   |   |         |         |
| Alberta   | Direct to Calgary or Edmonton   | \$1,200 | \$400   |
| Alberta Other   | All points beyond Calgary or Edmonton   | N/A     | \$400   |
| Saskatchewan  | Direct to Regina or Saskatoon   | \$2,500 | \$400   |
| Manitoba  | Direct to Winnipeg  | \$2,500 | \$400   |
| Yukon   | Direct to Whitehorse  | \$2,500 | N/A     |
| Northwest Territories   | Direct to Edmonton  | \$1,200 | N/A     |