

## 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

## 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 order deadlines by region 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](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. 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](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.**

## 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. 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 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. 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.

## Pick-up Orders and Collect Shipments

**Horizon Grocery Order Guidelines**... Order pick-up hours 8:30AM–4:30PM... **\$200.00 minimum**... Reception, 5589 Trapp Avenue, Burnaby, BC \$15.00 fee for Lower Mainland delivery orders that do not meet the \$200 minimum

**Horizon Wellness Order Guidelines**... Order pick-up hours 8:30AM–3:30PM... **\$200.00 minimum**... Reception, 110-5560 Trapp Avenue, Burnaby, BC \$15.00 fee for Lower Mainland delivery orders that do not meet the \$200 minimum; \$25.00 fee for outside Lower Mainland delivery orders that do not meet \$300 minimum

## Depot Pick-ups

All customers picking up orders at freight depots will be required to show two (2) valid pieces of identification.

## Carrier Information

Horizon sells Wellness and Grocery products from two different facilities within the same business park. Visit [www.horizondistributors.com](http://www.horizondistributors.com) to download catalogues and monthly specials or place orders for either facility and have them co-shipped together. 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.

HORIZON GROCERY+WELLNESS Order Minimums		GROCERY ORDER	WELLNESS ORDER	GROCERY + WELLNESS
		DIRECT	DIRECT	CO-SHIP
Region	Prepaid Point	Minimum	Minimum	Minimum
<b>Lower Mainland</b>				
Vancouver, Richmond, Burnaby, Coquitlam, Port Moody Port Coquitlam, New Westminster, North Shore		\$200	\$200	\$400
Fraser Valley: Delta, Surrey, Langley, Aldergrove, Maple Ridge, Mission, Abbotsford		\$300	\$300	\$400
Upper Fraser Valley	East of Abbotsford or Mission to Hope	\$500	\$300	\$500
<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	\$750	\$300	\$750
Vancouver Island Tofino	All direct service points along Hwy 4 to Tofino	\$1,500	\$300	\$1,500
Bowen Island	Direct	\$750	\$300	\$750
Salt Spring Island	Direct	\$1,500	\$300	\$1,500
<b>BC Outside Lower Mainland</b>				
Whistler Corridor	All points along Hwy 99 north to Whistler	\$750	\$300	\$750
Sunshine Coast: Gibsons to Powell River	Hwy 101 to Powell River	\$1,000	\$300	\$1,000
Okanagan: BC Southern Interior	All points along Hwy 1 east to Revelstoke, Hwy 97 south to Penticton	\$1,000	\$300	\$1,000
Kootenays: East, West and Central	All points along Hwy 3 east to Cranbrook including Nelson and Kimberly	\$1,500	\$300	\$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	\$300	\$1,500
<b>Outside BC</b>				
Alberta	Direct to Calgary or Edmonton	\$1,200	\$350	\$1,200
Alberta Other	All points beyond Calgary or Edmonton	N/A	\$350	N/A
Saskatchewan	Direct to Regina or Saskatoon	\$2,500	\$350	\$2,500
Manitoba	Direct to Winnipeg	\$2,500	\$350	\$2,500
Yukon	Direct to Whitehorse	\$2,500	N/A	\$2,500
Northwest Territories	Direct to Edmonton	\$1,200	N/A	\$1,200

**Please note that GST is applied to freight charges.** Freight charges for orders that 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 \$15 fee will apply to Lower Mainland delivery orders that do not meet the minimum order of \$200. 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 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.

**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			

*Need organic produce?*

Do you know about our co-shipping program with Discovery Organics?

In business since 1999, Discovery Organics is an independently owned, Canadian distributor of Certified Organic and Fair Trade produce serving hundreds of customers across Western Canada and the Canadian North.

Horizon is proud to partner with our friends at Discovery Organics!

For more information, please contact your Horizon customer service representative.

[www.discoveryorganics.ca](http://www.discoveryorganics.ca)

