



Ordering Information – Burnaby, BC (Serving Western Canada)

Business Hours	Order Desk Contacts	Email Contacts
Monday–Friday 8:30AM–4:30PM (Pacific Time) Burnaby BC facility is closed Saturday, Sunday and all British Columbia statutory holidays.	Tel 604.524.6610 Toll-Free 1.800.663.1838 Fax 604.524.9411 Toll-Free 1.877.219.1364 Mailing Address 5589 Trapp Avenue Burnaby BC V3N 0B2	Orders only orders@horizondistributors.com Claims and refunds claims@horizondistributors.com General inquiries generalinquiries@horizondistributors.com
Note: Please contact Customer Care to request electronic copies of our Grocery catalogues.		

Next Day Delivery and Specials Order Deadlines

Orders placed by 4:30PM Pacific Time will be picked up, delivered or shipped the next business day. Order by the noted deadline on the last day of the specials period to qualify for discounts.

Orders placed after the cut-off time on the Friday the specials period is ending will not be processed until the following business day (Monday or Tuesday after statutory holidays) and will be invoiced at the pricing available in the system that day. Please 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 Purity Life Grocery – Burnaby 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. We 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 Purity Life Grocery – Burnaby’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 Purity Life Grocery – Burnaby’s facility in saleable condition. Please note that we will not accept returned products with store labels or price tags affixed. We do not guarantee sales.



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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 Purity Life Grocery – Burnaby Claims Department of any discrepancies 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 our Claims Department and the freight company within 24 hours of receipt of goods (including weekends). Purity Life Grocery – Burnaby 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

Purity Life Grocery – Burnaby 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 process orders despite any price changes unless you notify us otherwise.

Freight Charges

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

Enclosures

Purity Life Grocery – Burnaby will accept enclosures from other wholesalers at a surcharge of \$20 each per enclosure. No fee is charged for Purity Life Grocery – Victoria or Discovery Organics enclosures. Always inform the Customer Care Department about enclosures when placing your order. It is your responsibility to ensure that any enclosures are delivered to Purity Life Grocery – Burnaby the business day before your order ships from our warehouse. Please note that we do 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.



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Out-of-Stock Items

Purity Life Grocery – Burnaby 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 we do not process back orders. At your request, we can let you know which items are out of stock.

Canadian Listings

In Purity Life Grocery – Burnaby publications, “Canadian” refers to products greater than 50% manufactured, packaged or processed in Canada and/or brand ownership is based in Canada.

Grocery Order Guidelines

- Order pick-up hours 8:30AM – 4:30PM (PST)
- \$300.00 minimum
- Reception, 5589 Trapp Avenue, Burnaby, BC

Depot Pick-ups

All customers picking up orders at freight depots will be required to show two valid pieces of identification. Daily storage charges will be applied for orders not picked up within 48 hours of arrival at the freight depot. Children are not allowed in our warehouses for safety reasons. All customers must stay within the designated waiting areas.

Carrier Information

Orders defined as **DRY REPACK under 300 pounds** will be shipped via courier. Orders defined as **GROCERY dry/chill/frozen over 300 pounds** will be shipped via Purity Life Grocery – Burnaby Delivery Truck or a common carrier. Truck delivery is limited to retail stores only from 9:00AM to 5:00PM on weekdays. **Please note that Purity Life Grocery – Burnaby 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. Contact Customer Care to request electronic copies of our catalogues, qualify for ordering and receive your online ordering access code before visiting Purity Life Grocery – Burnaby Online to place your order. See the end of this document for information regarding conditions where freight subsidies and/or free delivery may apply



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Purity Life Grocery – Burnaby Order Minimums		Grocery D/C/F Order	Dry Repack Order
		Direct	Direct
Region	Prepaid Point	Minimum	Minimum
Lower Mainland			
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
Islands			
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
BC Outside Lower Mainland			
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
Outside BC			
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

DRY REPACK orders under 300 pounds defined as Wellness Supplements, Personal Care and Aromatherapy items and/or the following light, dry Grocery items, under 9 lbs, often repacked into a protective box: Coffee, Tea (Filterbags, Loose), Hot Chocolate, Bars, Chews, Functional Powders + Gels, Chocolate, Candy, Spice Pouches, and Sea Vegetables. Exceptions to weight maximum may be made based on continuity within a SubCat or Brand. All Grocery 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.