



Ordering Information – Mississauga, ON (Serving Eastern Canada)

Business Hours	Order Desk Contacts	Email Contacts
Monday–Friday 8:00AM–4:00PM (Eastern Standard Time)	Tel (905) 507-2021, Press 1 Toll-Free 1 (800) 387-0354, Press 1	Ordering By Email orderdesk@onfc.ca
Call Centre Hours Monday- Friday 10:00AM–3:00PM	Fax (905) 507-2848 Toll-Free 1 (866) 218-2848	Credits/ Returns (905) 507-2021, Press 1, x242 creditsonfc@onfc.ca
Online Ordering https://store.onfc.ca	Mailing Address 5800 Keaton Crescent Mississauga ON L5R 3K2	Fax (905) 507-1905 Accounts Receivable x242 arteam@onfc.ca Credit Card Payments x242 Invoicing x333

Prices

- Prices are subject to change without notice
- Purity Life Grocery – Mississauga reserves the right to correct/reprint published errors (i.e. prices, flyers, CSDs)
- Prices of US products are susceptible to fluctuations in the value of the Canadian Dollar. Prices on US products will increase or decrease in relation to the value of the Canadian Dollar.

Order Information

Please note the following procedures:

- Orders must be submitted by 1:00PM (EST) the business day prior to shipping
- Order must have the correct Purity Life Grocery – Mississauga code for each item
- Phone orders must be compiled prior submission
- Orders may be submitted via web store, email, and by phone

Out of Stock Items

- Out of Stock Items - We make every effort to keep items in stock. However, you may periodically encounter out-of-stock situations.
- Out of stocks do not affect handling/freight charges as long as original order meets shipping minimums.



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Case Stack Deals (CSD)

- Indicate to sales desk when ordering discounted products and products listed as Case Stack Deals (CSD) in the catalogue
- CSDs are available only to customer accounts that are in good standing. Purity Life Grocery – Mississauga reserves the right to limit CSDs.

Broker orders must be placed:

- 3 business days prior to Purity Life Grocery – Mississauga Delivery
- 4 business days prior to Common Carrier Delivery

Minimum Orders

- All orders must be in range of \$300–\$1500 (depending on location)
- Orders less than \$500 within Metro Toronto incur a \$40 delivery charge
- For more information on freight rates to other places, call Customer Care at x333 for an approximate rate
- Invoice pricing displays this pricing policy

Shipping and Delivery Information

- Please ensure receiving area of store is safe and free from obstructions. Drivers have the prerogative to not deliver to unsafe locations.
- Please check the Delivery Route Schedule for your delivery dates. Purity Life Grocery – Mississauga does not guarantee specific delivery times during the day.
- Please call Purity Life Grocery – Mississauga Customer Care with any inquiry at x333.

Deliveries

- Delivery is via Purity Life Grocery – Mississauga truck and 3rd Party Delivery (any delivery that we deliver using another company's trucks). We take no responsibility after common carrier accepts shipment.
- Please check your orders upon receipt. Note: All damages must be reported IMMEDIATELY to the 3rd Party company and Purity Life Grocery – Mississauga.



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Delivery Schedule

- Delivery times are scheduled between 9AM and 5PM (EST). Please be available to receive during those hours.
- Purity Life Grocery – Mississauga will bill a delivery charge and/or require a higher minimum for orders NOT in accordance with our Delivery Route Schedule
- Please call Purity Life Grocery – Mississauga Sales staff to determine your Territory and Ordering/Delivery Schedule at x333

Payment Terms

- All orders are delivered COD until credit terms are approved or when credit terms are not within compliance.
- Purity Life Grocery – Mississauga reserves the right to charge 1.5% monthly interest on account balances over 30 days
- Purity Life Grocery – Mississauga bills a \$50 charge for NSF cheques
- Any past dues accounts that are not resolvable will be submitted to an agency for collection. Any legal and collection fees incurred must be paid by the customer prior to future business.
- For more information, contact an A/R Collections Representative at x242
- You can pay Purity Life Grocery – Mississauga online or by telephone banking. If you have an account with any CIBC, President's Choice, BMO, Scotia Bank, TD Canada Trust, Royal Bank and most Credit Unions, you can pay online or via telephone banking as you pay any other bills. You need only to set up Purity Life Grocery – Mississauga as a vendor and pay at any time of the day, free of charge. Your account number is your customer ID.
- To pay via credit card, please call x242

Credits/Returns/Debits

- Returns or credit claims must be communicated to Purity Life Grocery – Mississauga within TWO business days of receipt of goods and are subject to approval by Purity Life Grocery – Mississauga Operations.
- Credit requests submitted to Purity Life Grocery – Mississauga will be processed within one (1) week of date of receipt
- Claims must be submitted via email or fax for auditing purposes
- It is the customer's responsibility to ensure that all products are returned for credit



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Purity Life Grocery – Mississauga:

- Does not guarantee sales of goods
- May not grant credit on Case Stack Deals
- Will charge for replacement product at all times

Returned items **MUST** be in re-saleable condition:

- Same condition as the time of receipt
- No price stickers, additional labels or marked in any way
- When returning dated goods please notify our credit department **IMMEDIATELY**
- For assistance with your credits/returns call our Credits/Returns department at (905) 507-2021 x242, fax 905-507-1905, toll free fax: 1-866-218-1905, email: creditsonfc@onfc.ca

Credits and Returns

- Claimed credits may be declined in some instances for unsaleable returns as determined by Purity Life Grocery – Mississauga. Our drivers are not authorized to pick up returned items without Purity Life Grocery – Mississauga office approval and a return slip (a restocking charge may apply)
- We will not accept products returned to warehouse without prior approval
- Please note: Items ordered in error are subject to a minimum 10% restocking fee. These items must be identified at time of delivery on the invoice provided and submitted within 24 hours to the credits department.
- Drivers will not pick up product without a Purity Life Grocery – Mississauga Return number.

Purity Life Grocery – Mississauga reserves the right to not accept returns on:

- Freezer and cooler products (as it compromises the quality of the products)
- Store discontinuations
- Short dated product (received with valid best before dates)
- Short ship claim after an order is signed and received in good condition
- Item ordered on error



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Credit Request Form

For a quick turnaround of credits, we need as much information as possible. Please give as much info as you can from the following list to help us process faster.

- Contact name/Contact phone number
- Invoice number
- Reason for credit
- Product code/Product description
- Quantity ordered
- Quantity billed
- Quantity received
- Amount charged and correct price for pricing issues
- Lot code or best-before date on product (not on yellow sticker)
- Please do not dispose on any product, as Purity Life Grocery – Mississauga may require the product to be returned. If you feel it needs to be thrown out, please contact us directly by phone so that we can tell you how to proceed.
- Damages and Quality issues: photo(s) showing the reason of the claim (i.e. broken product, mold, etc)
- Request a Credit Request Form from our Credits department by calling (905) 507-2021 x242

Case Stack Deal /Back Order Policy

- In Case Stack Deals (CSD) there are increasing discounts for volume purchases
- All orders are contracts between customer and Purity Life Grocery – Mississauga
- All orders will be shipped by the date request
- Purity Life Grocery – Mississauga agrees to back order unshipped products due to vendor issues
- For all Back Orders where vendor has discontinued a product, we will agree to offer a substitute or cancel the unshipped amounts of the discontinued product while honouring the original deal
- ALL Back Orders will be cancelled within 60 days or as per vendor policy

Credit Request Form and 3rd Party Claims

When reporting damaged product after 3rd party departed, please ensure you have the following information:



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- Pro bill number
- Copy of signed waybill
- Date, Invoice #, Shipper #
- Product code and description
- Quantity of product damaged
- Cost of products

Customers

Customers must own a business with a valid vendor permit

Staff Contacts

Sales Representatives

Dial 1(800) 387-0354 and enter extension

Key Account Customer Care Representative **x228**

Crystal Ishmail cishmail@onfc.ca

Key Account Representative **(647) 528-6632**

Grace Cordeiro gcordeiro@onfc.ca

Key Account Representative **(416) 435-5169**

Rita DiGiovanni rdigiovanni@onfc.ca

Customer Care and Management

Dial 1(800) 387-0354 and enter extension

Customer Care Manager

Shaistah Mahoon x280 smahoon@onfc.ca

General Manager

Randy Whitteker x227 rwhitteker@onfc.ca

Director of Operations

Chris McKenna x234 cmckenna@onfc.ca

Delivery ETAs

Contact Dispatch x230

Print/Digital Catalogue Inquiries

marketing@onfc.ca