



Ordering Information – Victoria, BC (Serving Vancouver Island)

Business Hours	Order Desk Contacts	Email Contacts
Office & Order Desk (Pacific Standard Time) Monday–Thursday 8:30AM–4:30PM Friday 8:30AM–3:00PM Pick-Ups Monday–Thursday 8:30AM–4:00PM Friday 8:30AM–2:30PM	Tel 250.386.3880 Toll-Free 1.800.663.7604 Fax 250.386.1413 Toll-Free Fax 1.800.520.5052 Mailing Address Warehouse I Unit 117-2924 Jacklin Road Victoria BC VGB 3Y5	Orders salesvictoria@puritylife.com

Accounting Information Payment

- All shipments are C.O.D. unless prearranged otherwise
- Please ask for a credit application
- Drivers cannot process credit cards, please contact the office if credit card is your preferred method of payment

Past Due Accounts

1.5% interest per month (18% per year) will be charged on past due accounts.

Order Pick-ups

- Monday-Thursday 8:30AM-4:00PM (PST)
- Friday 8:30AM-2:30PM (PST)
- A minimum of 24 hours' notice is required for pickup
- Call by 12:00PM, pick up next business day after 12PM
- Please note that our minimum order for pick-up is \$100.

Quick Pick-Up Policy

Order a maximum of ten cases before 10AM and you can pick up your order the same day after 2:00PM(PST).



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Back Order Policy

Purity Life Grocery – Victoria will make every attempt to ensure full orders but with so many suppliers we cannot guarantee 100% full orders. Please note, short ships will not be back ordered. You must re-order with your next delivery and reach the required minimums.

Ordering Information

Prices are subject to change without notice.

Split Cases

- 1/2 case minimum
- Frozen items are sold in full cases only
- Items that may not be split are marked "X" in the catalogue listings

Minimum Order Amounts

- \$100 - Pick Ups
- \$300 - Delivery in Greater Victoria. This includes Saanich, Sidney, Westshore and Sooke
- \$500 - Delivery outside Greater Victoria. This includes Saltspring Island, Mill Bay and all points north to Campbell River
- \$500 - Delivery to Greater Vancouver
- \$1500 - As of April 1st, our minimum order for prepaid freight, for customers outside our established Delivery routes, will increase to \$1500. This includes Gabriola, Hornby/Denman, Port Alberni, Tofino and all Vancouver Island points north of Campbell River

Freight Charges

For orders of unusual size or location, we will negotiate freight charges on an individual basis. We reserve the right to put accounts located off main routes into another geographical zone. Orders with frozen and/or refrigerated goods may be subject to a small surcharge.

Claims

If you are not satisfied with your purchase, credit will be issued under the following guidelines:

All Claims/Returns

- Credit can only be issued for claims made within 7 days of delivery



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- Please quote your invoice number when making a claim; this will enable us to respond more efficiently
- There are NO returns on frozen products, perishable, discontinued/clearance or special order items - these must be paid in full
- Products MUST be returned in sellable condition (e.g. price stickers removed and packaging intact)
- There is a 10% restocking charge on goods returned due to customer error, or if no one is there to receive order scheduled for delivery
- No returns on disco'd or clearance items unless due to Purity Life Grocery – Victoria error
- Credit can only be given for claims made within 7 days of delivery

Pricing/Shipping Errors

- If an error has been made in billing, please make no changes on your invoice - DO NOT DEDUCT CLAIMS
- Notify us promptly and proper adjustments will be made by credit/debit memo

Guaranteed Sales

New listings are guaranteed for no more than three months - please review your shelves periodically. All products claims must be made during this period. Guaranteed sales for products other than new listings require that a special arrangement be made at the time of purchase.

Damaged/Dated Items and Items Not Received

Please check your order before signing for it and let the driver know immediately.

Case Stack Deal/Back Order Policy

Some Case Stacks published in our monthly Specials Sheet over-ride some “Ongoing Case Stacks” show in the catalogue. Please check with your Sales Representative or Order Desk.



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Purity Life Grocery – Victoria Freight Rates		
Region	Charge	Details
Islands		
Vancouver Island, Salt Spring Island	Minimum order, no charge	
Gabriola/Denman, Hornby, Port Alberni, Tofino & points north of Campbell River	Orders < \$1500, freight collect Orders > \$1500, prepaid	
Mainland		
Greater Vancouver	Minimum order, no charge	
Zone 1		
Lower Fraser Valley, Sunshine Coast	Orders < \$1000, freight collect Orders > \$1000, prepaid	
Zone 2		
Other BC and Alberta points, Kelowna, Prince George, Revelstoke, Penticton, Calgary, Edmonton	Refer to Zone 2 and 3 Table	See locations in Freight Rates Table (left) If shipped with Purity Life Grocery - Burnaby order - \$500 min If shipped separately - \$2,500, prepaid Under \$2,500 will be shipped freight collect
Zone 3		
Regina, Saskatoon, Winnipeg	Refer to Zone 2 and 3 Table	If shipped with Purity Life Grocery - Burnaby order - \$500 min If shipped separately - \$4,000, prepaid Under \$4,000 will be shipped freight collect

Lower Minimum Orders for Prepaid Freight

Take advantage of our Partnership with Purity Life Grocery - Burnaby for the Lower Minimum Order Requirements for Prepaid Freight. Place your Purity Life Grocery - Victoria order by the following cut-off times for shipping with your Purity Life Grocery - Burnaby order. Orders placed by 3:00PM Thursday will be shipped from Purity Life Grocery - Burnaby on Tuesday. Please ensure that your Purity Life Grocery - Burnaby order is placed with an enclosure notice informing them of your Purity Life Grocery – Victoria order. Your Purity Life Grocery - Victoria order will arrive at Purity Life Grocery - Burnaby the day before ship out. Please note: Orders to be co-shipped with Purity Life Grocery - Burnaby are delivered on the 'M' run only.



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Purity Life Grocery – Victoria Delivery Routes, Minimums and Cut-Off Times					
DELIVERY DAYS	RUN	OVERFLOW	LOCATION	MIN\$	CUT-OFF TIMES
Monday	M	V	Vancouver	\$500	Main Orders 1:00PM Thursday Add-ons 10:00AM Friday
Tuesday	B		Up Island	\$500	Main Orders 12:00PM Friday Add-ons 10:00AM Monday
Tuesday	C	F	In Town	\$300	Main Orders 10:00AM Monday Add-ons 12:00PM Monday
Wednesday	K		Vancouver * Thriftys only*	\$500	Main Orders 8:00AM Tuesday Add-ons 10:00AM Tuesday
Wednesday	D		Saltspring Island	\$500	Main Orders 2:00PM Monday Add-ons 10:00AM Tuesday
Wednesday	E	L	In Town	\$300	Main Orders 10:00AM Tuesday Add-ons 12:00PM Tuesday
Thursday	A	T	Campbell River	\$500	Main Orders 2:00PM Tuesday Add-ons 10:00AM Wednesday
Thursday	G		Sooke	\$300	Main Orders 10:00AM Wednesday Add-ons 12:00PM Wednesday
Thursday	R		Red Barn	\$300	Main Orders 2:00PM Tuesday Add-ons 10:00AM Wednesday
Friday	J	N	Up Island	\$500	Main Orders 2:00PM Wednesday Add-ons 10:00AM Thursday
Friday	H	P or Y	Peninsula	\$300	Main Orders 10:00AM Thursday Add-ons 12:00PM Thursday

Order Pick-ups

Monday-Thursday 9:00AM-4:00PM

Friday 9:00AM-2:30PM

Minimum 24 hours notice required.

Call by 10:00AM, pick up next business day after 12:00PM. Please note that our minimum order for pick-up is \$100. Order a maximum of ten cases before 10:00AM and you can pick up your order the same day after 2:00PM

SHIP OUT \$1500 MINIMUM

BUY GROUP \$650 MINIMUM

*NO SHIP OUTS TO PENDER ISLAND

Please note: Some delivery routes are done more than once a week (Greater Victoria & Nanaimo), this does not mean you will get multiple deliveries each week. We will attempt to accommodate your preferred request, but we reserve the right to designate your delivery day. Please check when you set up your account.