



Freight and Order Minimum 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	Customer Care (orders only) orderburnaby@puritylife.com Claims and refunds creditsburnaby@puritylife.com General inquiries onlinesupportburnaby@puritylife.com

Freight information:

Purity Life Grocery ships by courier, common carrier, or its own delivery truck, depending on order size, product type, destination, and service availability. Dry Repack products under 300 lbs will generally ship by ground courier, while grocery dry, chilled, or frozen (D/C/F) orders over 300 lbs may be shipped by Purity Life Grocery delivery truck or common carrier. Dry Repack products generally include light, dry grocery items repacked into protective boxes, such as teas, bars, candy, and sweet or savoury snacks. Truck delivery is limited to retail stores only, Monday to Friday between 9:00 a.m. and 5:00 p.m., and delivery appointments are not scheduled.

Prepaid orders will be shipped using Purity Life Grocery’s carrier of choice unless otherwise agreed in writing. Expedited shipping may be arranged upon request, with any additional freight or related costs charged to the customer. Residential courier deliveries are subject to a \$15 handling fee. A fuel surcharge may also be added to invoices based on applicable courier, carrier, or delivery fuel surcharges. All orders are shipped F.O.B. Purity Life Grocery unless otherwise stated, and risk of loss passes to the customer once goods leave Purity Life Grocery’s warehouse or are delivered to the carrier, as applicable.

Purity Life Grocery’s minimum order is \$400. Additional order minimums, delivery thresholds, and regional freight requirements may apply depending on destination and service type. Customers should contact Customer Care for further information regarding applicable order minimums and freight requirements.

Chilled and frozen products must be inspected immediately upon receipt and stored under appropriate conditions. Purity Life Grocery is not responsible for any loss, damage, or deterioration resulting from delays, improper handling, or improper storage after delivery. Freight-related shortages, damages, and thawed frozen product claims must be noted on the carrier’s bill of lading or delivery tablet at the time of delivery and acknowledged by the driver. These claims must also be reported to the cartage company and Purity Life Grocery Claims within 2 business days of receipt. Concealed damage claims must be reported to both the cartage company and Purity Life Grocery Claims within 24 hours of receipt, including weekends. No credit or freight claim assistance will be provided unless this procedure is followed.

Purity Life Grocery accepts eligible third-party enclosures for a \$20 fee per enclosure, provided Customer Care is notified when the order is placed and the enclosure is received by Purity Life Grocery no later than the business day before shipment. Freight on enclosures is not subsidized, and frozen items are not accepted as enclosures.



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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 are defined as light, dry grocery items often repacked into a protective box: Teas, Bars, Candy, Sweet/Savoury Snacks. All Grocery Dry Repack items are identified using the ☐ symbol.

GROCERY D/C/F orders over 300 pounds are defined as Dry Grocery, Personal Care items, Cooler, Frozen and Household items shipped as repacked boxes or cases on a pallet by truck.