



## **Service Area, Shipping Terms & Delivery Fee Policy**

**Dovre Specialty Foods' primary distribution area is British Columbia and Alberta, Canada.**

**No Charge DSD Shipping Minimum:** Dovre will pre-pay all shipments which meet our minimum order dollar (\$) value for a given region in either British Columbia or Alberta. Please see welcome letter for your regions' minimum order value.

**Areas within BC & AB but outside major centers will be responsible for freight beyond the major center.**  
i.e. outside greater Edmonton & Calgary in AB.

**Areas outside BC & AB** will be shipped collect by a carrier of Dovre's choice unless otherwise specified. A 7% freight allowance will be applied to collect shipments (sub-distributors excluded).

**\*Dovre does not ship to the U.S.A.**

**Enclosures dropped off at Dovre are subject to the following freight and handling charges:**

- 1-99 lbs = \$25
- 100-199 lbs = \$50
- Additional \$25 / 100 lb increment thereafter

Orders must be submitted by the cut-off time on the business day before designated shipping day for that area. Please see welcome letter for your locations cut-off times.

**Having trouble meeting your No Charge DSD Shipping Minimum?** We can still ship your order by adding an under minimum shipping surcharge which is calculated based on applicable shipping charges and the % of the minimum charge achieved. Please contact your territory manager or our customer service team for details.

- Minimum pick-up order value: \$300
- Minimum order value for collect shipping: \$300

### **Claims for Damage or shortage**

- All collect shipments – apply to trucking company for damage or shortage.
- Pre-paid shipments – see Dovre's National Credit & Return Policy.
- Further information can be found on our website: [www.dovre.ca](http://www.dovre.ca)

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