



Service Area, Shipping Terms & Delivery Fee Policy

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

No Charge Direct to Store Delivery (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 your welcome letter or visit our website (www.dovre.ca/customers/ordering-delivery-payment) for your regions' no charge shipping minimum order value).

Customers in areas within BC & AB but outside major centers may have a 5% beyond charge added to their invoices to account for higher shipping costs. (example: outside greater Edmonton & Calgary in AB).

Areas outside BC & AB will be shipped collect by a carrier of Dovre's choosing unless a preferred carrier is otherwise specified.

Dovre Specialty Foods does not ship to the U.S.A.

Enclosures dropped off at Dovre (to be added to an existing customer shipment) are subject to the following freight and handling charges:

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

Orders must be submitted by the cut-off time on the business day before the designated shipping day.

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 the applicable shipping charges and the % of the minimum order value achieved. Please contact your territory sales manager or our customer service team for details.

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

FUEL SURCHARGE (FSC): Dovre Specialty Foods charges a flat rate / per pallet FSC to all customer invoices for any orders being delivered by our fleet or where 3rd party shipping charges are being paid by Dovre.

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.
- Additional information can be found on our website: www.dovre.ca.