



Service Area, Shipping Terms & Delivery Charge Policy

Dovre Import's primary distribution area is British Columbia and Alberta, Canada.

Dovre will *prepay* all shipments which meet our min dollar (\$) value for a given region in either British Columbia or Alberta. (See shipping schedule)

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 carrier of Dovre's choice unless otherwise specified. A 7% freight allowance will be applied to collect shipments (distributors excluded).

Dovre Import does not ship to the U.S.A.

Enclosures delivered to warehouses in Greater Vancouver need only meet appropriate minimum for location of warehouse. (See shipping schedule)

Enclosures dropped off at Dovre are subject to freight and handling charges

1-99 lbs = \$25

100-199 lbs = \$50

Additional \$25 / 100lb increment thereafter

Orders must be submitted by 12 noon the business day before designated shipping day for that area. (see shipping schedule)

Orders which meet at least 75% of the min but are under min when submitted, will be charged a delivery charge as per below rates, unless additions are made to bring order to minimum, shortages notwithstanding. Orders less than 75% of min will be shipped collect or cancelled as per customer's choice.

- \$10 for Greater Vancouver not listed below
- \$20 for Fraser Valley - Surrey - east to Chilliwack, Maple Ridge - east to Agassiz
- \$30 for Sunshine Coast/Whistler corridor/Squamish/Pemberton
- \$40 for Interior/Vancouver Island /Fraser Valley, east of Chilliwack
- \$45 for Alberta customers. Major centers only. *Beyond, charges to be paid by customer.
- Minimum pick-up order value: \$50
- Minimum order value for Collect shipping: \$100

Claims for Damage or shortage

- All collect shipments – apply to trucking company for damage or shortage
- Prepaid shipments - fax /mail copy of Bill of Lading with damages noted and a request for credit for damage or shortage within 5 days: fax (604) 234-4545
(See credit/return policy)
- Further information can be found on our website: www.dovreimport.com