



Service Area, Shipping Terms & Delivery Fee Policy

Dovre Import's 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 your welcome letter or visit our website (www.dovre.ca/customers/ordering-delivery-payment) for your regions' no charge shipping minimum order value).

Areas within BC & AB but outside major centers will be responsible for freight beyond the major center. (ie: outside greater Edmonton & Calgary in AB).

Areas outside BC & AB will be shipped collect by carrier of Dovre's choice unless otherwise specified.

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

Enclosures dropped off at Dovre are subject to 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 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 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): Effective on orders shipped on or after June 1st, 2022, Dovre Specialty Foods implemented a flat rate / per pallet FSC to all customer invoices being delivered by our fleet or where the 3rd party shipping charges are being paid by Dovre. Please contact customer service for current FSC rates.

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