

# Service Level Agreement – US

## Options and Rates

### STANDARD SHIPPING

Order processed and acknowledged within 24 hours

Order shipped within 2 business days of receipt

Transit time 1 – 4 business days



#### SHIPPING RATE

We will direct bill the courier rate and this will be added to your invoice

- You will receive an acknowledgement within 24 hours confirming shipping and rate
- At request, we can provide you a quote ahead of processing the order

#### COLLECT

As per customer instructions

### EXPEDITED SHIPPING

Order processed and acknowledged on day of receipt

Expedited shipping same or next day



#### SHIPPING RATE

This is based on the carrier's rate and the expedite option selected

- A quote will be provided upon request

#### COLLECT

As per customer instructions

### CUSTOMER PICK UP

Order processed and acknowledged within 24 hours

Acknowledgement sent to advise location and pick up time



#### PICK UP RATE

Does not apply

- Exception – where same day orders are placed after 10am for pickup
- 4-hour advance notice is required for same day pickups

Same Day Shipping and Pick Up requests are only available until 10am local time of the shipping warehouse. All requests for same day shipping received after 10am will incur an additional \$50 manual processing fee.

THANK YOU FOR YOUR BUSINESS

For more information contact us at

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