

PSC Natural Foods

we deliver the goodness

Office & Order Desk Hours:

Monday - Thursday 8:30AM - 4:30PM

Friday 8:30AM - 3:00PM

Pick-ups | Monday - Thursday 8:30AM - 4:00PM

Friday 8:30AM - 2:30PM

Warehouse | Unit 117-2924 Jacklin Road
Victoria BC
V9B 3Y5

Tel 250.386.3880 • 1.800.663.7604

Fax 250.386.1413 • 1.800.520.5052

Orders: sales@pscnaturalfoods.com

www.pscnaturalfoods.com

PSC NATURAL FOODS Wholesale Catalogue

- Pricing effective 2017

Accounting Information Payment

- All shipments are C.O.D. unless prearranged otherwise.
- Cheque or cash only.
- Please ask for a credit application.
- **Drivers cannot process credit cards, please contact the office if credit card is your preferred method of payment**

Past Due Accounts

- 1.5% interest per month (18% per year) will be charged on past due accounts.

Delivery & Pick-up Information

- Please check with your sales representative for your delivery day or see next page.
- **Please check your order carefully before signing for it.**
- **We will assume that you have signed for a complete order, or have noted any discrepancies.**
- All prices shown include freight and shipping on established routes, subject to minimum order.
- We will ship via commercial carrier with freight collect or freight prepaid with a minimum order (see below for more information).

Order Pick-ups

- Monday-Thursday 8:30AM-4:00PM
- Friday 8:30AM-2:30PM
- Minimum 24 hours notice required.
- Call by 12:00PM, pick up next business day after 12PM.
- Please note that our minimum order for pick-up is \$100.

Quick Pick-Up Policy

- Order a maximum of ten cases before 10AM and you can pick up your order the same day after 2:00PM.

Back Order Policy

- PSC makes every attempt to ensure full orders but with so many suppliers we cannot guarantee 100% full orders. Please note short ships will not be back ordered. You must re-order with your next delivery, and reach the required minimums.

Ordering Information

* prices subject to change without notice

Order Lead Time

- Please see next pg.

Minimum Order Amounts

- on scheduled days, where applicable.

- \$100 Pick Ups
- \$300 Delivery in Greater Victoria. This includes Saanich, Sidney, Westshore and Sooke.
- \$500 Delivery outside Greater Victoria. This includes Saltspring Island, Mill Bay and all points north to Campbell River.
- \$500 Delivery to Greater Vancouver.
- \$1000 Orders forwarded beyond our established routes. This includes Gabriola, Hornby/Denman, Port Alberni, Tofino and all Vancouver Island points north of Campbell River.

Claims

If you are not satisfied with your purchase, credits will be issued under the following guidelines:

All Claims>Returns

- Credit can only be issued for claims made within 7 days of delivery.
- Please quote your invoice number when making a claim; this will enable us to respond more efficiently.
- There are **NO** returns on frozen products, perishable, or special order items. These must be paid in full.
- Products **MUST** be returned in **sellable condition** (eg. price stickers removed and packaging intact).
- **There is a 10% restocking charge on goods returned due to customer error. Or if no one is there to receive order scheduled for delivery.**

Pricing/Shipping Errors

- Credit can only be given for claims made within 7 days of delivery.
- If an error has been made in billing, please make no changes on your invoice - **DO NOT DEDUCT CLAIMS.**
- Notify us promptly and proper adjustments will be made by credit/debit memo.

Guaranteed Sales

- New listings are guaranteed for no more than three months - please review your shelves periodically. All products claims must be made during this period. Guaranteed sales for products other than new listings require that a special arrangement be made at the time of purchase.

Damaged/Dated Items and Items Not Received

- Please check your order before signing for it and let the driver know immediately.

Split Cases

- 1/2 case minimum. Frozen items are sold in full cases only.
- Items that may not be split are marked "X" in the catalogue listings.

Please note: Some Case Stacks published in PSC's monthly Specials Sheet over-ride some "On-going Case Stacks" shown in the CATALOGUE (Please check with your SALES REP or ORDER ENTRY)