

## 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](mailto:sales@pscnaturalfoods.com)

[www.pscnaturalfoods.com](http://www.pscnaturalfoods.com)

## PSC NATURAL FOODS Wholesale Catalogue

- Pricing effective July 2023

### Accounting Information Payment

- All shipments are C.O.D. unless prearranged otherwise
- 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.

### 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.

### 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.
- \$1500 As of April 1st, our minimum order for prepaid freight, for customers outside our established Delivery routes, will increase to \$1500.  
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, discontinued/clearance 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.**
- **No returns on disco'd or clearance items unless due to PSC error**

#### 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.