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March 2018



### Important Reminder

This email is a reminder that any changes to an order or delivery address must be submitted before the normal order processing deadline: **12 pm, 2 business days before the shipment date from ONFC.**

In recent months we have seen an increase in the amount of order or delivery address changes come in, not only after the 2 business day deadline, but even after orders have already been invoiced and left ONFC. We cannot accommodate order or delivery address changes once an order has been shipped from ONFC. Any requests submitted beforehand, we will always try our best to accommodate.

**Holiday Closure:** March 30 Good Friday - please refer to the [Ongoing Delivery Guide](#) or contact Buying Club Order Desk

### Quick Reference List

Buying Club Online Ordering Website: <http://order.onfc.ca/>  
ONFC Website: <http://www.onfc.ca/>

Buying Club Order Desk: [buyclub@onfc.ca](mailto:buyclub@onfc.ca) or ext 228  
Accounts Receivable: [arteam@onfc.ca](mailto:arteam@onfc.ca) or ext 271  
Credits Department: [creditsonfc@onfc.ca](mailto:creditsonfc@onfc.ca) or ext 239 - please use [credit/return form](#)  
General Order Desk: [orderdesk@onfc.ca](mailto:orderdesk@onfc.ca)  
\*All correspondence with ONFC must include Buying Club Name or Account ID number

**Change of Address:** notify Buying Club Order Desk as early as possible before order submission  
**Order Submission Deadline:** 12pm, two business days before your shipment date from ONFC  
**Shipping Minimum:** refer to [Freight Rates](#) - if not on list contact Buying Club Order Desk

Thank you

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