



Buying Club Policies and Procedures

Within these policy pages you will find our terms which explain how we operate to best serve your Buying Club's needs.

If you have any questions, please contact our Buying Club Rep ext. 228 or buyclub@onfc.ca

Contact Information

General Inquiries 905.507.2021 ext. 225

Buying Club Rep ext. 228
Crystal Ishmail buyclub@onfc.ca

Order Desk Hours
Monday to Thursday: 8:00 AM – 4:00 PM
Friday: 10:00 AM – 4:00 PM

Fax: 905.507.2848
Toll-free fax: 1.866.218.2848
Email: orderdesk@onfc.ca

Phone: 905.507.2021 ext. 228
Toll-free: 1.800.387.0354 ext. 228

Credits>Returns ext. 239
Fax: 905.507.2848
Email: creditsonfc@onfc.ca

Accounts Receivable ext. 271 or 242
Email: arteam@onfc.ca

Shipping Inquiries
Crystal Ishmail ext. 228

Director of Sales and Marketing ext. 250
John Landsborough jlandsborough@onfc.ca

General Manager ext. 227
Randy Whitteker rwhitteker@onfc.ca

Mailing Address 5800 Keaton Crescent
Mississauga ON
L5R 3K2

Website <http://www.onfc.ca/>

Ordering Website <https://order.onfc.ca/>

Ordering Basics

Orders must be received 2 business days prior to your shipment day from ONFC. See the Ongoing Delivery Route Guide to find your next delivery day under View Important Documents online or contact your rep.

Placing Orders

Contact us about signing up with our Online Ordering site to order online: <https://order.onfc.ca/> Otherwise, fax or call in your order to your Buying Club Rep. (x228). When faxing, use the Order Form located at the back of the catalogue.

On the cover page include:

- Delivery address and contact, emphasizing any changes in location or contact
 - Any special requests, even if on-going, should be written on every order
- Include the following on every page: Buying Club name
- Order contact name and daytime telephone number
 - Write Page of (total) on every page
 - Product codes; brief description (include product size); the quantity of each item; and the cost
- Orders may be in any sequence, but they must be compiled: Multiple member orders of the same product must be added up to appear as a single line item on the order
- Always call ext. 228 to confirm that your fax has been received, or if you need to refax your order

Substitutions for Products

Clearly indicate your substitution request in the body of your email, or on your fax coversheet, stating the product code and description.

- Maximum 1 substitution per item
- Maximum 5 substitution per order

Pricing

All pricing listed in that catalogue is available for deliveries during the time the catalogue is printed for, except when due to any price changes. All prices are subject to change without notice. We reserve the right to correct/reprint published errors. No rain checks or backorders on out-of-stock items.

Minimum Orders & Deliveries

Minimum order for delivery is \$500.

Most economical shipping terms for orders over \$800

Off-Route: For deliveries judged to be off our major routes, ONFC reserves the right to charge an additional delivery fee and/or may require a higher minimum order.

Ottawa, North Bay, Georgian & Quebec Routes: A minimum \$25 (plus tax) Handling charge is levied on Buying Club orders on these routes to partially offset the costs of delivery.

Common Carrier Deliveries

If your area is not serviced by an ONFC truck or if you choose to use a common carrier instead of the ONFC truck, you are subject to freight policies specific to your delivery zone (contact Buying Club Rep). Please note, in most cases, additional fees are charged for delivery directly to your home. ONFC responsibility ceases when the carrier accepts the shipment in good condition. Direct any damage claims to the common carrier.

Delivery Guidelines

We do not guarantee a specific delivery time. Deliveries are made to the main entrance only. Any assistance with carrying boxes is greatly appreciated.

Ensure that the unloading area is safe.

If the location is dangerous (i.e., pathways that may be slippery), our driver has the right to refuse to deliver the order to the designated receiving area.

Count all the boxes with the driver and sign your receipt recording the PIECE COUNT.

Payment Options

Cheque, Money Order

Please indicate on payment:

- Buying Club Name OR Customer ID
- Invoice Number
- Applicable Credit Memo Numbers

Visa, Mastercard

Call AR x 271 to make a payment.

Internet Bill Payment

Available for CIBC, PC Bank, BMO, Scotiabank, TD Bank, RBC or a Credit Union. Contact your rep for more information.

Terms

All buying clubs must pay within 7 days. ONFC reserves the right to ask for C.O.D. payment if the 7-day credit schedule is not met.

NSF Cheques

\$25 is charged for all NSF cheques

Common Carrier Deliveries

Paying the driver is not an option. If you do pay the driver and they deliver the payment to ONFC there will be a \$25 delivery charge.

Taxes

HST Harmonized Sales Tax

Handling Surcharges are subject to HST

Freight is always subject to HST.

Credits, Returns & Debits

Returns or claims for credit must be communicated with one week of receipt of goods. Credits and returns are subject to approval.

Options for Reporting

Email, fax, telephone: see contacts. If faxing, please use the Credit Request Form under View Important Documents on the online site or through your rep. **When Making a Claim Include:**

- Invoice Number; Order Number; Product code(s), LOT Codes; Quantity ordered, billed, and received.
- Expiry date for dated items.
- Provide a description of the problem and the way you would like it resolved.
- If returning the item, please give a reason for the return (e.g., wrong product, quality, etc.)
- Returns are picked up on your next delivery day
- Credits for returns are issued only when product is received by us in re-sellable condition

Once You Have Reported Your Claim:

- You will only hear back about your request if further clarification is needed
- On your next order, deduct the credit or add the debit amount to your payment stating applying credit/debit memo number
- Do not deduct adjustments from an invoice before reporting them to AR x271 or arteam@onfc.ca

Dated Products

If the expiry date does not meet with the Guaranteed Fresh dates elsewhere in this catalogue, please notify the Sales Team as soon as possible, and no later than within one week for credit.

Out-of-Stock Items

We do not offer back-orders for out-of-stock items, product can be re-ordered on next order.