



Technicare Shipping Guide

Understanding Shipping

- Technicare uses multiple couriers and will choose the most affordable and efficient option to ship your orders.
- Canada Post will be the default courier when the address contains a P.O. Box or is considered a “Beyond Point” by any other courier. When the shipment has multiple pieces and/or is oversize, please contact quoteshipping@technicare.com for a quote.

We encourage you to use our Order Tracking System to monitor your orders (www.ordertracking.technicare.com).

All the ground and express shipments are fully traceable and include our **Delivery Guarantee**; if there is a problem with the shipment (damaged or lost) we will redo the order at no cost.

To offset additional courier charges, we have implemented the following fees for oversize items.










Oversize Shipping and Handling Fees

- Items 24" x 36" and smaller than 30x40 - \$25.00
- Items 30"x40" and smaller than 40x50 - \$50.00
- Items 40x50 and smaller than 40x60 - \$75.00
- 40x60 and larger - Email quoteshipping@technicare.com
- Rolled prints are exempt from oversize fees.
- Ship multiple pieces (6 boxes or more) flat rate - \$50.00
- **PLEASE NOTE:** Shipping and handling fees are per piece and in addition to regular shipping and drop shipping fees.

Shipment Return, Address Change, or Unclaimed Receiver Fee: \$15.95 - This fee will be added to your invoice along with the additional cost to ship.

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Shipping Method:

- In Store Pick up -Edmonton
 - Ship to Studio -Ground
 - Ship to Studio -Express \$19.35
 - Ship to Studio -Letter Rate (max 8x12/500gr) \$7.95
 - UPS Store Pick up (as selected in order options)
 - Ship Hold -for Studio release
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-  Drop Ship Ground Canada \$13.00
 -  Drop Ship Express Canada \$20.90
 -  Drop Ship Ground Canada North/Atlantic
 -  Drop Ship Express Canada North/Atlantic
 -  Drop Ship Letter Rate Canada (max 8x12/500gr) \$7.95
 -  Drop Ship Ground U.S. \$24.80
 -  Drop Ship Express U.S. \$35.90
 -  Drop Ship Letter Rate U.S. (max 8x12/500gr) \$14.95
 -  Drop Ship International



If shipping options do not display a price, the actual courier charge will be added to your invoice at the time of shipment. -Except Ground Shipment to Studio which is charged at a flat rate based on province.

Displayed rates for Express and Drop Shipments are calculated based on order content.

Our full shipping policy can be found in the resources link at the bottom of the Home page.



Please Note: Letter Rate shipping is not available with Boutique Packaging.

SHIP TO STUDIO:

GROUND: When you choose this service, your orders will ship via ground service with a tracking number to your address on file. **To keep the “Ship to Studio” affordable and cost predictable, we provide a subsidized flat-rate cost. See the chart below.**

CANADA		
PROV.	FLAT RATE	Delivery Times in business days *
BC	\$13.75	2 days
AB	\$11.45	1 day
SK	\$13.00	2 days
MB	\$13.75	3 days
ON	\$15.00	4 days
QC	\$16.95	5 days
NS	Actual courier charges will apply	7 days
NB		
PEI		
NF		8 days
NU		11 days
YK		5 days
NWT		4 days

USA (Examples)		
STATE	FLAT RATE	Delivery Times in business days *
WA	\$24.80	3 to 5
CA		4 to 5
TX		5
IL		3 to 4
NY		3 to 5
FL		4 to 6

* **Approximate delivery times, information provided by the courier**

Flat Rate Fuel surcharge of \$1.95 will be in addition to the above rates.

All rates in Canadian Dollars

PROV.	RATE	Express Delivery Times in business days *
BC	Rate is based on content, size, weight and value. Please see Express Shipping Guide	1 day
AB		
SK		
MB		
ON		
QC		
NS	Actual courier charges will apply	2 days
NB		
PEI		3 days
NF		
NU		
YK		2 days
NWT		3 days

* Approximate delivery times, information provided by the courier.

EXPRESS: When you request the Express Shipping Service, your order will ship on a priority basis.

The ROES ordering software will calculate the shipping cost when this service is selected. Excluding North and Atlantic Canada.

This express service applies to shipping only. There is no expedited production of the order in the lab. The orders will ship the same day that they are done if they are completed before the shipping cutoff.

LETTER RATE: This service is designed for smaller print orders that can be sent directly to the studio in sturdy cardboard mailers up to a maximum print size of 8"x12" and/or 500gr. This service is our most economical, but Letter Rate Service is not traceable, and it doesn't include our Delivery Guarantee. The cost for reprinting and shipping orders that fail delivery falls on the studio. The delivery time is approximately 2 to 21 business days.

UPS STORE PICK-UP (As Selected in order options) (Canada Only):

For your convenience, we can ship packages to most UPS Stores across Canada to be held for pick up. Shipping ground Flat Rate will apply. The UPS Store must be part of the UPS Access Point Program with UPS. Canadian UPS Stores can be selected in the drop-down menu in the order options screen. **Please note:** You will be notified by email when packages leave our Edmonton lab. Orders are held at these independently owned stores for only 5 business days; after this time packages will be sent back for re-delivery. To see delivery times and charges please refer to the "Ship to Studio" chart. The maximum product size for this service is 24"x36".

SHIP HOLD - for studio release:

Allows you to control precisely when orders are shipped. Orders marked with the Hold Option will be collected and released upon your request. Monitor the progress of all orders using our online Order Tracking System and simply contact us when you want them sent. Payment for all Ship Hold orders will be processed to the credit card on file at the end of the month. Please contact the office to make other payment arrangements ie. etransfer.

DROP-SHIPPING:

Another shipping service is our Drop Ship Program. If you choose this service, we will ship your orders direct to your client's address. We won't include any paperwork (production sheet or invoice). **Our drop ship parcel rate includes tracking and insurance, whereas our letter rate option does not.**

Drop Ship Service Levels	RATES	Delivery times in business days	Tracking
Ground Canada	\$13.00 to \$88.80 (Based on size, weight, and value). View drop ship chart below	See Ship to Studio Chart	✓
Express Canada	\$ 20.90 to \$182.80 (Based on size, weight, and value) View drop ship chart below	See Ship Express to Studio Chart	✓
Letter Rate Canada : Maximum size is 8"x12" and/or 500gr.	\$7.95	2 - 21 days*	✗
Ground USA	\$24.80 to \$103.75 (Based on size, weight, and value) View drop ship chart below	See Ship to Studio Chart	✓
Express USA	\$35.90 to \$197.80 (Based on size, weight, and value) View drop ship chart below	See Ship Express to Studio Chart	✓
Letter Rate USA : Maximum size is 8"x12" and/or 500gr.	\$14.25	4 - 8 days*	✗
International	Quote		✓

*** Approximate delivery times. Information provided by the courier.**

Oversize charges will apply in addition to drop shipment charges for items 24x36 and larger

DROP-SHIPPING INTERNATIONAL :

For Drop shipments outside Canada or Continental USA please email us at quoteshipping@technicare.com. Please include the complete address (Street name and number, city, postal code, and country) and a phone number at the destination. Also, we will need quantity and a short description of the product to ship (example: 1 - 16x20 canvas).

OTHER SERVICES

BOUTIQUE PACKAGING: This service is designed to impress and enhance the presentation of your finished work. Flatprints only up to 16"x20" are sealed in clear acetate bags, wrapped in color-coordinated tissue, and placed in black presentation boxes. A ribbon around the box adds the finishing touch. You can add this option in "order options". This service is available for orders shipping to the studio or for orders in the Drop Ship Program (excluding letter rate). The cost of this service is \$7.50 per box plus shipping rates. The materials used for Boutique Packaging are also available for purchase. Please refer to "Studio Packaging Supplies" on our eStore for current pricing



MERCHANDISE & E-STORE ORDERS: Did you know we carry a wide range of professional presentation products, albums, merchandise, and DNP Printers and Media? Products can be ordered by selecting the E-store tab on our website. The cost of freight is calculated based on weight, size, ship to location, and is shown as a separate line item when orders are placed. E-store merchandise orders can be merged and shipped together with lab orders. When we are able to combine lab orders and merchandise in a standard freight box, there will be no additional freight cost for including lab orders. When it is not possible to combine lab orders, shipping will be as outlined in our guide. **E-store orders can also be tracked using our Order Tracking System.**