



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. If you prefer to ship with a courier different than the assigned, we have an Alternate courier surcharge of \$10.00 for ground shipping. For express service it will be at actual cost.

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

Other handling fees:

- Shipment Returned, Redirected, Address Changed or Unclaimed Receiver Fee: \$18.50
- Ship multiples pieces ground (**For shipments shipping with Canada Post only**)
 - If possible, provide a physical address to ship multiple pieces
 - If there are 2 or more pieces and we can't ship with another courier, we will charge the actual cost.
- Ship multiple pieces ground (**For shipments shipping with any courier except Canada Post**)
 - 6 to 10 boxes: Flat Rate of \$50.00 in addition to shipping or drop ship rates.
 - If the shipment contains more than 10 boxes, the actual cost will be charged.

Oversize Shipping fees:










For details, please see the oversize fees chart.


PLEASE NOTE: Oversize and handling fees are per piece and in addition to regular shipping and drop shipping fees.

Technicare.com

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


- ☐  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:

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 |

Fuel A surcharge of \$1.95 will be charged in addition to the flat rate.

Shipments going to North or Atlantic provinces will be charged at the actual cost.

For shipments to studios in the USA, please email us at quoteshipping@technicare.com Please include your account number.

All rates are in Canadian Dollars

* Approximate delivery times, information provided by the courier

| PROV. | RATE | Express Delivery Times in business days * |
|-------|--|---|
| BC | Please see Ship Express to Studio Fees | 1 day |
| AB | | |
| SK | | |
| MB | | |
| ON | | |
| QC | | |
| NS | Actual courier charges will apply | 2 days |
| NB | | |
| PEI | | |
| NF | | 3 days |
| NU | | 2 days |
| YK | | 3 days |
| NWT | | |

* Approximate delivery times, information provided by the courier.

SHIP TO STUDIO - 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.

This express service applies to shipping service 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.

SHIP TO STUDIO - LETTER RATE: This service is our most economical, but **Letter Rate Service is not traceable**, and it does not include our Delivery Guarantee. The cost for reprinting and shipping orders that fail delivery or get damaged, falls on the studio. The delivery time is approximately 2 to 21 business days. 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.

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 e-mail 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 Ship 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 at the end of the month.

DROP-SHIPPING:

Another shipping service is our Drop Ship Program. If you choose this service, we will ship your orders directly to your client's address. We won't include any invoicing with orders. Our drop ship parcel rate includes tracking and insurance, whereas our letter rate option does not.

For letter rate, the cost for reprinting and shipping orders that fail delivery or get damaged falls on the studio.

Extra charges will apply in addition to the drop shipment charges for oversized items (see oversized chart) and/or for multiple boxes.

| Drop Ship Service Levels | RATES | Delivery times in business days | Tracking |
|---|--|----------------------------------|----------|
| Drop Ship Parcel Ground Canada | \$13.00 to \$88.80 See drop ship fees below | See Ship to Studio Ground Chart | YES |
| Drop Ship Parcel Express Canada | \$ 20.90 to \$182.80 See drop ship fees below | See Ship to Studio Express Chart | YES |
| Drop Ship Parcel Ground Canada North/Atlantic | Actual courier cost | See Ship to Studio Ground Chart | YES |
| Drop Ship Parcel Express Canada North/Atlantic | Actual courier cost | See Ship to Studio Express Chart | YES |
| Drop Ship Letter Rate Canada Maximum size is 8"x12" and/or 500gr. | \$7.95 | 2 - 21 days* | NO |
| Drop Ship Parcel Ground USA | \$24.80 to \$103.75 See drop ship fees below | See Ship to Studio Ground Chart | YES |
| Drop Ship Parcel Express USA | \$35.90 to \$197.80 See drop ship fees below | See Ship to Studio Express Chart | YES |
| Drop Ship Letter Rate USA Maximum size is 8"x12" and/or 500gr. | \$14.25 | 4 - 8 days* | NO |
| Drop Ship International | Quote | Will be provided with the quote | YES |

* Approximate delivery times. Information provided by the courier.

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.

Flat prints 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 service in "order options" in ROES.

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 boxes and bags used for Boutique Packaging are also available for purchase. Please refer to "Packaging Supplies" on our eStore for current pricing



MERCHANDISE & E-STORE ORDERS:

We carry a wide range of professional presentation products, packaging supplies, albums, merchandise, and DNP Printers and Media. Products can be ordered by going to our eStore.

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. Shipments going to North or Atlantic provinces will be charged at the actual cost.

E-store merchandise orders can be merged and shipped together with lab orders. If we can combine the lab orders and merchandise in a standard freight box, there will be no additional cost for including lab orders. When it is not possible to combine the lab orders, shipping will be adjusted as outlined in our guide.