**Saskatchewan BDL Delivery Service Standards**

**Ordering and Payments**

* All BDL orders can be placed online at [www.BeerforBusiness.ca](http://www.BeerforBusiness.ca)
* Orders may be placed via phone with our Customer Contact Centre, 1-800-661-2337, please note a $50.00 (+tax) fee will be applied to any orders that are submitted over the phone.
* Customers must order and pay no later than 1:00 pm, 48 business hours prior to their scheduled delivery day.
* All cash payment confirmations must be emailed to our AR group, arwest@thebeerstore.ca for order release prior to the 1pm deadline to ensure delivery on your regular delivery day. Please indicate your order number on the payment confirmation.
* The minimum threshold for delivery is $1700 for package-only orders, $1000 for mixed package/keg orders and $375.00 for kegs only. Orders placed below these thresholds will still be accepted, subject to the minimum order fee of $75 + tax.
* Fuel surcharge rates are based on weight, it is a $ value / 100lbs shipped.
* Payment options – visit bdl.ca/sk for full details:
	+ Pre-authorized debit.
	+ Internet/telephone banking.
	+ Versa Pay – Credit cards accepted through 3rd party. A 3% fee applies. Versa Pay can be reached at 1-866-999-8729.

**Customer Service**

* [www.bdl.ca](http://www.bdl.ca) – visit Province Specific Info page; SK password is livng$ky
* Customer Contact Centre: bdl@bdl.ca or 1-800-661-2337 (Mon-Fri 6am-6pm MT, closed most statutory holidays).

**Empty and Full Good Returns**All product returns and empties can be reported through our online ordering system at [www.BeerforBusiness.ca](http://www.BeerforBusiness.ca). This includes damages, mis-picks, keg returns, faulty kegs, etc.

* Brewer reps must provide authorization forms unless the product is the result of a BDL error.
* All returns must be signed and verified with the driver and the correct paperwork must come back with the product (Rep authorization forms when applicable).
* All returns must be organized and placed in the delivery acceptance area for drivers to pick up.
* Kegs must be placed on pallets and set out ready for pick up.

**Customer Delivery Policies**
BDL customers are responsible for making sure their delivery acceptance area is clear of the following:

* Excessive snow, ice, water, and any other material inhibiting safe and reasonable movement between the carrier’s truck and the primary acceptance area.
* Unattended vehicles or equipment blocking delivery access.
* Blockage of delivery access due to municipal or private construction or maintenance.
* City or Municipal by-laws which prevent normal delivery.

**Delivery Acceptance**

* Deliveries will only be made to primary acceptance areas which is in the customers first doorway and are at ground level, unless safe and appropriate ramps, elevators or lift devices are provided by the customer.
* Deliveries will be made on scheduled delivery days unless informed otherwise.
* Deliveries will only be made when and where a representative of the customer is present.
* BDL continues to work on delivering within the time windows. Any delays will be communicated.

**Notification of Shipping Errors**All shipping errors are to be reported to BDL within 48 hours or the next business day by one of the following methods:

1. Submitting the Beer for Business Account Request form.
(<https://www.BeerforBusiness.ca>)
2. Email BDL@BDL.ca explaining what shipper errors occurred.