

IMPORTANT COVID 19 SHIPPING INFORMATION

Updated May 1, 2020

- Please be advised that due to the current pandemic, shipping couriers are experiencing high volumes of deliveries and are no longer guaranteeing delivery dates.
- Please include your email address for regular shipping updates from the courier regarding your delivery.
- It is very important that your delivery address information is complete and accurate to avoid costly charges. Any address redirects or changes resulting in charges will be billed back to you.
- **Apartment/Condo Notice:** It is your responsibility to ensure your complex can accept courier deliveries. Please note any special requests to the driver (buzzer code, etc.) in your comments to us. Couriers are unable to leave packages unattended in apartment or condo buildings, even with authorization from yourself or the sender. Signed notices will not be accepted under these circumstances.

- Undeliverable Attempts: Smart spots will be used for Canpar pick-up in most undeliverable attempts. Please ensure you pick-up your package in a timely manner.
- Canada Post can be requested as your preferred shipping option, however shipping costs may be higher. All P.O. Box addresses must be shipped via Canada Post.
- All packages returned to us due to customer refusal or inability to receive package, will be charged for shipping to/from our facility.

Thank-you for your understanding during these challenging times as we do our best to service you.
Greaves Jams & Marmalades