



Delivery Information

Delivery Timeline

Planning ahead helps make your campaign a success! Please allow a minimum of **14 calendar days from the date your order is submitted** for us to prepare your products and coordinate your delivery.

Delivery hours:

- Monday to Friday: 9:00 a.m. – 8:00 p.m.
- Saturday: 9:00 a.m. – 5:00 p.m.

Delivery Fees

We offer affordable delivery options within our regular service area, covering a **200 km radius of Waterloo, Ontario**.

- **Orders over \$2,300 (net):** Delivered free of charge.
- **Orders under \$2,300 (net):** Delivery available for \$1.50 per box.
- **Orders of 25 boxes or fewer:** Pickup only. Please contact us to arrange pickup details.

Preparing for Delivery

Please arrange a **cool, shaded, and protected area** for your delivery and:

- Arrange enough volunteers to unload and organize products efficiently.
- Schedule supporter pickup times to allow enough time for unloading your order. Please refer to chart below.

# BOXES	# HELPERS	EST. UNLOAD TIME
Up to 175	1	20 min
176-350	2	35 min
351-500	3	45 min
500 +	4	60 min



On Delivery

Bring the Order Consolidation Form and all Sell Sheets with you to receive, organize, and distribute the products efficiently.

Driver

- Review the **Bill of Lading** with the coordinator.
- Remove the wrapping from the skid.
- Unload the skid and arrange products in piles at the back of truck for helpers to access.



Coordinator

- Review the **Bill of Lading** upon delivery.
- Count and verify the quantity of each product pile, and note any discrepancies before accepting the delivery.
- Have all **Sell Sheets** and the **Order Consolidation Form** for easy distribution.



Helpers

- Remove the piles laid out by the driver and reorganize products in designated area for an efficient pickup process. For safety reasons, **no one is permitted to step onto the truck**.
- Work quickly and efficiently — you are handling frozen products.



With a little preparation, your delivery day will run smoothly and help make your fundraiser a success!

JD Sweid Foods delivers frozen products and is not responsible for any product mishandling after the products have been removed from the truck. This includes, but is not limited to, product thawing due to delayed pickups or improper storage conditions.