

## 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 oversized, please contact [quoteshipping@technicare.com](mailto:quoteshipping@technicare.com) for a quote.

We encourage you to use our Order Tracking System to monitor your orders ([www.ordertracking.technicare.com](http://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](mailto: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.

**Shipping Method:**


**SHIPPING OPTIONS**

- In Store Pick up -Edmonton
- 1  Ship Ground to Studio
- 2  Ship -Use Hold Option
- 3   Ship - Express to Studio
- 4   UPS Store Pick up (as selected in order options)
- 5   Ship Letter Rate to Studio \$7.95\*


**DROP SHIPPING**  
-Send order to an address of your choosing.

- 6   Drop Ship Parcel Rate Canada
-  Express Drop Ship Parcel Rate Canada
-  Drop Ship Parcel Rate U.S.A.
-  Express Drop Ship Parcel Rate U.S.A.
-  Drop Ship Letter Rate \$7.95\*
-  Drop Ship U.S. Letter Rate \$14.25\*

\*Letter Rate Maximum is 8"x12"/500g  
- Tracking not available, 2-21 Business Days.  
- Standard Ground/Parcel rate will be applied if oversize/weight.



Ground shipping charges are flat rate and will be added at time of invoicing. Express shipping and Drop Shipping rates vary based on order content and are calculated in your order total price.



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

Our Complete Shipping Policy and current rates can be found on the homepage in 'Resources'.

## Shipping Options:

**1. Ship Ground to Studio (USA or CAN):** When you choose this service, your orders will ship via ground service with a tracking number to your address on file. **In order to keep the “Ship Ground to Studio” affordable and cost predictable, we provide a subsidized flat-rate cost. See 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***

**2. Ship - Use Hold Option:** 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. e-transfer.

**3. Ship Express to Studio (CAN):** When you request the Express Shipping Service, your order will ship on a priority basis. You will be charged an express fee based on the chart below:

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		
NF		3 days
NU		2 days
YK		3 days
NWT		3 days

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.

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

**4. 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 Ground to the Studio” chart. Maximum product size for this service is 24”x36”.

**5. Ship Letter Rate to Studio \$7.95 (CAN):** This service is designed for smaller print orders that can be sent direct 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. Cost for reprinting orders that fail delivery falls on the studio. The delivery time is approximately 2 to 21 business days.

**6. DROP-SHIPPING (USA or CAN):** 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). There are 6 different service levels:

Drop Ship Service Levels	RATES	Delivery times in business days	Tracking Availability
Drop Ship Parcel Rate (CAN)	\$13.00 to \$88.80 (Based on size, weight and value)	See Ship to Studio Chart	✓
Express Drop Ship Parcel Rate (CAN)	\$ 20.90 to \$182.80 (Based on size, weight and value)	See Ship Express to Studio Chart	
Drop Ship Parcel Rate (USA)	\$24.80 to \$103.75 (Based on size, weight and value)	See Ship to Studio Chart	✓
Express Drop Ship Parcel Rate (USA)	\$35.90 to \$197.80 (Based on size, weight and value)	See Ship Express to Studio Chart	
Drop Ship Letter Rate (CAN) Maximum size is 8”x12” and/or 500gr.	\$7.95	2 - 21 days	✗
Drop Ship Letter Rate (USA) Maximum size is 8”x12” and/or 500gr.	\$14.25	4 - 8 days	✗

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

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

**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.

## Other Services

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

**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. Cost of freight is calculated based on weight, size, ship to location, and are 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.\*\*