

Our goal is to make the shipping of goods & services affordable, predictable, and fully traceable.

Couriers used in this program for destinations in Canada are: UPS, Purolator, and Canada Post. Location and shipping address determines the courier chosen. Destinations considered "beyond points" with UPS and Purolator, or addresses with Post Office Box Numbers, will ship via Canada Post. UPS is our courier for shipping into the United States.

Below are details for the available Shipping Options when placing **lab service** orders:

- **Ship - Ground**
- **Ship - use hold option**
- **Ship - Express** (Canada only)
- **UPS Store Pick up** (Canada only)
- **Ship -Letter Rate Canada** (Max. 8"x12" 500grams)
- **Ship -Letter Rate USA** (Max. 8"x12" 500grams)

ORDER TRACKING

Check the status of your orders, track shipments and see estimated completion dates. Sign on with your email or account number and password. Also available from the convenience of your smart phone whenever wherever!

Browse to <https://ordertracking.technicare.com>

Ship -Ground: Orders will leave via courier ground service ASAP after completion. Often same day if completed before shipping cut off. Completed orders are shipped to the address we have on file for your account. For shipping to an alternative address please refer to our Drop-Ship program. Cost of Standard shipping is based on location, please see chart below for cost and services times. This flat rate shipping charge will be added at the time of invoicing and shipping.

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.

Ship -Express: Orders requesting Express shipping will be sent via UPS-Express, Purolator-Express or Canada Post- Xpress Post. Express shipping reduces the time in transit to your location; it does not reduce the time required in-lab to complete orders. The cost of Express shipping is based on order content (size, weight and value) and is calculated on the checkout screen when order is being prepared for submission. Whenever possible, we will reduce your express shipping costs by combining orders into a single shipment. The cost will be calculated based on the amount of the invoice and not the individual orders. *Please refer to the table on the next page as a guide for transit times to your location.*

UPS Store Pick up: For your added convenience we also ship packages to most UPS Stores across Canada to be held for pick up. Canadian UPS Stores can be selected in the drop-down menu in the order options screen. There are no additional fees or charges for this service.

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.

Ship -Letter Rate (Canada and USA): This service is designed for smaller print orders that can be sent in sturdy cardboard mailers; up to a maximum print size of 8" x 12" and/or 500g. Orders can be sent to any address in Canada for \$6.50 and anywhere in the USA for \$9.50. Completed packages will always indicate your studio location for return address. This service, using Canada Post, is our most economical but is not traceable and no guarantee of delivery is provided. Costs associated for reprinting orders that fail delivery falls on the studio.



Drop Ship options are for individual orders that you want shipped directly to your client’s address. Please refer to the Drop Shipping Services document for complete details.

Cost for shipping lab services. Shipping costs are a subsidized flat-rate.

Flat-rated shipping is what helps to keep this program affordable and predictable in terms of cost. This rate varies depending on the Province, State or Territory you reside in. Please see the following service time and rate table.

Province or Territory	Ground Service	Express Shipping - Canada	Examples of Delivery Standards** (Working Days)		
	UPS Standard, Expedited Parcel or Purolator Ground	UPS Express, Canada Post Express Post, or Purolator Express	Ground	Express	Cities
B.C.	\$11.85		2	1	Vancouver\Victoria
Alberta	\$9.70		1	1	Calgary\Edmonton
Saskatchewan	\$11.55		1	1	Regina\Saskatoon
Manitoba	\$11.85		2	1	Winnipeg
Ontario	\$12.95	Cost for Express service is calculated based on order content, size, weight and value. The dollar amount is visible prior to order submission, starting \$17.60 up to a maximum of \$84.00	3	1	Hamilton\Kitchener\London\Toronto\Windsor
Ontario	\$12.95		4	1	Ottawa
Ontario	\$12.95		3	1	Thunder Bay
Quebec	\$14.80		4	1	Quebec\Montreal
Nova Scotia	\$17.60		5	2	Halifax
New Brunswick	\$17.60		5	2	Fredericton\Moncton\Saint John
P.E.I.	\$18.60		5	2	Charlottetown
Newfoundland	\$19.00		7	3	St. John’s (Happy Valley 10 days)
	Expedited Parcel only	Express Shipping - Canada North			
Nunavut	\$22.00	Canada Post Express Post	10	3	Iqaluit
Yukon	\$22.00	An additional \$40.50 will be added to posted Express Rate for shipments to Northern Canada	4	2	Whitehorse
N.T.	\$22.00		3	2	Yellowknife

**As provided by courier

A flat-rate fuel surcharge of \$1.15 will be in addition to the above rates. **All prices are in Canadian dollars.**

United States: Continental States		Express Shipping not available to USA destinations	Examples of Delivery Standards (Working Days)	
States	UPS Standard		UPS Standard (Ground)	Cities
Washington	\$22.00		3-5	Seattle
California	\$22.00		4-5	Los Angeles
Texas	\$22.00		5	Dallas
Illinois	\$22.00		3-4	Chicago
New York	\$22.00		3-5	New York
Florida	\$22.00		4-6	Miami

A flat-rate fuel surcharge of \$1.15 will be in addition to the above rates. **All prices are in Canadian dollars.**

Did you know we carry a wide range of professional presentation products, merchandise, and DNP Printers and Media? Products can be ordered by selecting the eStore tab on our website. There will be an additional freight charge applied to your invoice when shipping all merchandise. Cost of freight is calculated based on weight, size, and ship-to location. eStore orders can also be tracked using our *Order Tracking System*.

Complimentary Shipping Program

Studios achieving annual sales in lab services greater than \$6,000.00 are eligible to receive *complimentary shipping*. For details regarding our complimentary shipping program please contact customer service.

Please feel free to call us with your questions or suggestions.