

**Provisia** – delivery/shipping policy effective March 11, 2019

In order to increase efficiency and customer satisfaction, we are starting to use a new shipping company for some deliveries and therefore we are implementing the following of your orders

Local delivery (Montreal and surrounding areas) shipping delay 1-2 days  
Quebec/Ontario shipping delay 2-3 days in most cases  
Canada shipping delay 3-5 days (average)

3 services are available : A) Day shipping to a commercial address  
B) Day shipping to a residential address  
C) Evening shipping to a residential address (\*NEW\*) weekdays 6-9 PM  
Montreal, Laval, South Shore J4x-xxx only

RATES :Montreal \$10 per order\*\*

Laval, South Shore J4x-xxx) \$11 per order\*\*

Quebec, Ontario\*\* \$12.99 per order\*\*

Rest of Canada, we will provide you with a quote based on our carrier's fees. We do not mark up shipping costs.

\*\*These rates apply to photo prints only and large format prints that fit into 24" tubes. Other items such as canvas and acrylics will require a custom shipping quote. Certain areas are not serviced by the delivery company or may require a 'furtherance' fee. We will contact you if this applies to your order and discuss the options

All deliveries require a signature. If you are not home when the delivery is attempted, a redelivery fee will be added to your bill and by requesting delivery service you agree to accept these conditions.

If you require faster delivery, we encourage you to dispatch your courier / delivery service to pick up at our location (at your expense) and our shipping fees will not apply.

These changes are necessary as we can no longer absorb shipping costs which frequently cost us significantly more than we were charging.

Thank you for your understanding.

