



SERVICE DEFINITIONS AND CUT OFF TIMES

Our service definitions and cut off times are as follows:

Direct	direct service door to door - cut off time for same day service is 5:00pm
Hot	delivered within 2 hours - cut off time for same day service is 3:00pm
Rush	delivered within 3 hours - cut off time for same day service is 2:00pm
Regular	delivered within 5 hours - cut off time for same day service is 12:00 Noon
Overnight	delivered by the end of next business day if called in before 3:00pm if called in after 3:00pm allow up to 2 business days for delivery

We provide standard delivery service from 7am to 5:30pm Monday to Friday. If no hours of operation are provided for the pick up or delivery location then standard business hours from 9am to 5pm will apply for the delivery.

If the shipment is for an area east of Langley or Port Coquitlam please allow an additional hour for distance and traffic congestion.

Please note that time frames may vary if business hours differ.

REQUESTED DELIVERY TIME FRAMES ARE APPROXIMATE AND ARE NOT GUARANTEED.

For any other service information that is not listed please call our office directly at 604-875-1111 or email operations@atlascourier.com.