



49th Parallel **GROCERY**

Ladysmith Store - HO
Ph.250-245-3221
Fax 250-245-3498
Cedar 250-722-7010
Chemainus 250-246-3551
Duncan 250-748-2412
Blooms 250-245-3344

August 20, 2020

Dear Valued Delivery Customer _____

RE: 49th's Grocery Shopping, Delivery and Pickup services

The 49th has been delivering groceries in our community since 1977. Customer needs and delivery costs have changed a lot over the years, and as a result of recent developments, we will be making the following changes to our delivery services:

- Shopping & delivery days will be Monday, Wednesday and Friday only
- All orders received before 11AM (either by phone, email or website) will be delivered on the same day.
- Any orders received after 11AM or on other days and statutory holidays will be moved to the next delivery day.
- Fuel surcharges are now discontinued.
- Additional fees may apply on any deliveries over 10km away from a store.
- Our service fees effective September 1, 2020:

Orders shopped & delivered over \$200	\$ Nil
Orders shopped under \$200 (for pickup)	\$3.00 *
Deliveries under \$200 and all marina runs (not shopped)	\$4.00
Orders shopped & delivered under \$200	\$7.00 *
Local floral deliveries	\$10.00
All out of service area deliveries (> 10 km)	\$12.00 & up

*Our service fees will continue to be reduced by \$3.00 (for seniors and shut-ins) on Wednesdays between 9:00 am and 11:00 am at which time the **Senior Advisory Group** volunteers are on-hand to take and place your orders. *The assistance provided by the Senior Advisory group helps us provide this service to our community.*

Please note, we will continue to provide daily delivery service for shoppers from the local docks and for customers who have done their own shopping provided we have delivery drivers available. Some deliveries may be delayed until the following scheduled day.

If you have any questions regarding our delivery service, please call us at 250-245-3221 and ask for Pat Battie or Peter Richmond.

Sincerely,

the 49th.