

Ordering policy

First order of the week:

Livraison avec nos camions TCED:

- You must send your first order 2 days before the day of your delivery. If your order isn't placed in time, the order will be shipped with a haulage company and the fees will be automatically charged to your account.
- TCED allows you to do add-ons 1 day before your planned delivery day if the order is placed before 9AM.
- A minimum order of \$1,500 before tax is required for free delivery, excluding products that are out of stock and oversized.

Delivery with a private haulage company:

(for stores to which we don't deliver)

- You must send your first order 2 days before the day of your delivery. If your order isn't placed in time, it will be shipped the following day.
- It can take between 24h and 48h for your order to be shipped with a haulage company.
- If you do any add-ons to your main order, the whole order will be shipped the following day.
- A minimum order of \$1,500 before tax is required for free delivery, excluding products that are out of stock and oversized.

Second order of the week:

Second order in the same week as your delivery (by haulage company):

- A minimum order of \$3,500 before tax is required for free delivery, excluding products that are out of stock and oversized.
- You must send your order before 7AM for same-day shipment. Otherwise, your order will be sent the following day.
- It can take between 24h and 48h for your order to be delivered with a haulage company.

Parcel delivery:

- You must send your order before 13PM for it to be shipped on the same day.
- The shipping fees will be automatically charged to your account.
- Add-ons are not possible; each order will be treated separately.
- TCED is not responsible for potential delays caused by the shipping company.

Pick up at our Distribution Centre:

You must place your order 2 hours before picking it up. If you arrive early, we kindly ask that you wait until your order is ready.

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Your responsibilities:

- It's essential that you keep your accounts in good order with our accounting department. If we have to block an order and the deadline has passed once the order is unblocked, we will automatically send your order with your next delivery.
- It's important that you manage your inventory effectively. You must order regularly and in sufficient quantities to meet the needs of your customers. TCED will do everything it can to have enough inventory for your needs, but please note that with the current supply issues that we're facing, it's also your responsibility to stock enough products.

Tip:

We encourage you to save your online shopping cart before placing your order to ensure that all your items are sent in just one order. If you avoid placing several orders with just 1 item in each order, it will be much simpler to prepare your order. This in turn will reduce the risk of error.