



**Truffles**  
FINE FOODS

# DELIVERY INFORMATION

604 505 4961 | [INFO@TRUFFLESFINEFOODS.COM](mailto:INFO@TRUFFLESFINEFOODS.COM) | [TRUFFLESFINEFOODS.COM](http://TRUFFLESFINEFOODS.COM)



## DELIVERY INFORMATION

### Placing an Order:

- Call us at 604-505-4961 ext. 1
- Email us at: [info@trufflesfinefoods.com](mailto:info@trufflesfinefoods.com)
- Fill out our online contact form on our website:  
<http://trufflesfinefoods.com/contact-us/>  
(for anything last minute, phone call is preferred)

### Delivery:

Delivery fee includes equipment pickup on the following business day between 9am-5pm.

\*Note: any deliveries on Friday would be picked up the following Monday. Please ensure equipment is ready for pick up. Additional fees will apply for multiple trips. Same day equipment pick up is available for an additional charge.

### Pick Up:

Our pick up location is located at our head office at 8286 Sherbrooke St. Vancouver. Pickup is available Monday – Friday between 8am-4pm. Pick up may be coordinated at our café locations, additional charges may apply.

### Order Cut-Off:

Orders must be placed by 2pm for following day delivery for sandwiches, salads and dessert. A minimum of 48 hours notice is always appreciated for certain hot food items, platters, canapes or specialty items. We will do our best to accommodate your requests!

### Allergies:

We are pleased to accommodate allergies and dietary restrictions. As we are not a nut-free facility, we will do our best to avoid cross-contamination.

*\*Please note: Truffles Fine Foods will not be held liable for adverse reactions to our menu offerings.*

### Payment Methods:

Truffles Fine Foods accepts cheque, Visa, Mastercard or American Express.

Alternatively ask about our EFT options. Final payment by credit card is subject to a 2% processing fee. Please fill out the credit card authorization form attached to our proposals or give us a call.

Cheques should be mailed to or dropped off to 8286 Sherbrooke St, Vancouver, BC, V5X 4R6

All final balances are due upon receipt. If not paid within 30 days, the credit card on file will automatically be charged.

Delivery Charges:

Truffles' delivery zones are as follows:

Zone 1: Vancouver, Richmond, Burnaby, New Westminister.....	\$30
Zone 2: North & West Vancouver, Tri-City Area, Surrey, Delta, Tsawwassen.....	\$60
Zone 3: Langley, White Rock, Pitt Meadows, Mission, Abbotsford.....	\$100

Same Day Pick Up Additional Charge

- Zone 1 = \$75
- Zone 2 = \$100
- Zone 3 = \$130

Delivery Hours:

- Monday – Friday: 8am – 5pm
- Saturday: 8am – 4pm
- Sunday: Please contact our sales team

We request a 30-minute window for all deliveries

Deliveries outside of our regular hours may be subject to additional fees and minimums

Delivery Minimums:

- Monday – Saturday - \$400 on food and beverage per delivery
- Sunday - \$600 on food and beverage per delivery

**\*Delivery minimums waived during current COVID-19 pandemic**