



- **Is Prime's old FOB Toronto program still available?**  
No, the original program has been modified and improved to allow additional shipping options once an order has arrived in Canada.
- **Are duty, brokerage and shipping to the Toronto hub still included in the CDN price?**  
Yes, duty, brokerage and shipping to the hub are included in the CDN price. You will be invoiced in CDN dollars with the 5% federal GST/HST added as a line item to your invoice.
- **What are my options for shipping from the hub to the final destination?**  
The big advantage of the Flexible Choice Program. You can designate your preferred courier/cartage company using your account number or your customer's account number and have them pick up the order. Or, you or your customer can pick up the order.
- **What happens if I indicate "FOB Toronto" but don't designate a courier for pick-up?**  
Prime will use our standard prepaid courier, UPS, and bill you for this cost on your Prime invoice.
- **What is the address of the Mississauga hub?**  
**ICECORP Distribution Services**  
3275 Argentia Road, Unit 101  
Mississauga, ON L5N 0G1  
Tel: 905-785-8397
- **What information does my courier need or do I need if I'm picking up the order?**  
Provide your Prime sales order number and contact information. Orders can be picked up between 8:00 a.m. and 4:30 p.m.
- **Will I be notified when my order arrives at the Mississauga hub?**  
Yes. We will provide an email shipping acknowledgement once we are notified by ICECORP that your shipment has arrived.  
**How soon after my order arrives at the Mississauga hub will I be able to pick it up?**  
Your order will be available for pick up two hours after it arrives. The cut off for same day pickup is 4:30 p.m.
- **How long does it take for my order to get from the Prime factory in Connecticut to the hub in Mississauga?**  
It will take three business days including the ship day for your order to arrive at the hub.
- **How often does Prime ship to the Mississauga hub?**  
Prime ships on Tuesday and Friday of each week, with adjustments at year-end depending on where the Christmas and New Year's holidays fall.
- **How long will my order be held at the Hub in the event I can't pick it up right away?**  
Your order will be held at the hub for 72 hours. If you are unable to arrange for pick up during this time, please contact ICECORP directly to make other arrangements.
- **Can I designate a courier after my order arrives at the hub?**  
Yes. Please contact ICECORP directly at 905-785-8397. Press option 0. You may also send an email to [Ontario\\_dc@icecorp.ca](mailto:Ontario_dc@icecorp.ca). Make sure to refer to your Prime sales order #.
- **What do I indicate on my purchase order if I want to use this program?**  
Please mark your order "FOB Toronto" and indicate your preferred shipping method from the Mississauga hub. Orders that do not indicate a shipping method will ship to the final destination via UPS on Prime's account with freight charges billed to the distributor. Orders using another shipping method should indicate the method (including class of service such as overnight where applicable), carrier name and account number, and carrier contact information (if other than UPS, FedEx, Purolator, or Canada Post).
- **Can Prime ship random samples to me using the Flexible Choice Program?**  
Yes.
- **Is a tracking number available to me when my order ships from Prime?**  
Orders shipping from Mississauga on Prime's UPS account will be assigned tracking numbers when they leave Prime's Connecticut facility. However, tracking numbers for orders shipping from the Canada hub using other carriers will not be assigned until the shipment is received and processed at the hub.
- **Can I ship Expedited or by Air when using the Flexible Choice Program?**  
Yes, but your order will first ship ground to our Mississauga hub then by air from the hub to the final destination using your courier account or our UPS account.
- **How are split shipments with different delivery addresses handled?**  
Shipments can be split to be routed to different addresses and/or use different delivery methods (such as part of an order shipping via air with the balance going ground). The purchase order should provide clear instructions, and the customer will be billed accordingly for the services used.