

Shipping

What are my shipping options?

Pick up your online order at any eligible SNS Automation Laval store for FREE*.

*Conditions apply. *

Ship your purchase to any Fedex, Dicom, Ups et Purolator location in Canada, and pick it up at your convenience. Never worry about missing the delivery truck again.

Need some help? Please contact us by phone or email (admin@snsautomationquebec.com)

How much does shipping cost?

The shipping cost for most items is based on the item's size, weight, perishability, shipping method, and delivery address. So, what does this mean for you? See below to find out if shipping costs will be added to your order. These figures do not include orders which contain **items that are classified as heavy and/or oversized.**

A \$15 order handling fee applies to orders under \$50, before taxes and fees. This fee helps to ensure we can continue to give you low prices every day. To avoid paying this fee, please ensure your order's subtotal is above \$50.

\$25 Shipping Fee + \$15 Order Handling Fee
on orders under \$25 before taxes

\$25 Shipping Fee
on orders \$50 before taxes

Free without order hanging fee
on orders above \$50 before taxes+ \$25 Shipping Fee

Free shipping
on orders above \$250

Looking for help with SNS Automation?

[Please, Contact us!](#) (Rediriger vers contactez-nous SNS)

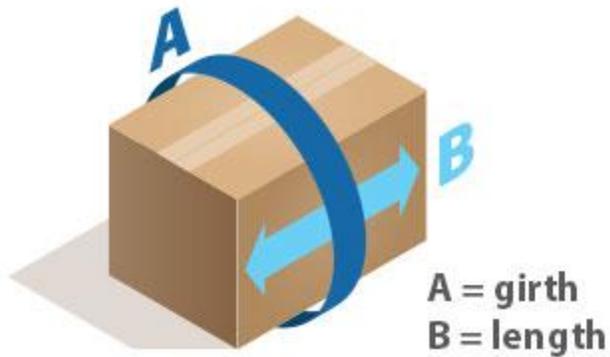
- It's too large or too heavy.
- Some orders come directly from third party vendors that are unable to ship to a location. We are working to make it possible for them to ship to these locations.

Shipping charges for heavy and/or oversized items

There is a shipping cost for heavy and/or oversized items. But how "heavy" is heavy, and what is considered "oversized"?

Heavy items: Weigh more than 80 lbs (36 kg).

Oversized items: The length of the package is greater than 96 inches (244 cm), OR the girth of the package is greater than 216 inches (549 cm). Girth = (package width + package height) x 2.



Item Weight

Standard Shipping with heavy and/or oversized items

Up to 100lbs

\$39

101-200lbs

\$50

201-350lbs

\$75

351lbs+

\$125

We show an estimated shipping cost in your shopping cart as you add or remove products from your cart.

This estimate is based on our lowest-price shipping method and assumes all items in your cart are going to a single address within Canada.

Good to know: Once you decide to check out, you will see your actual shipping cost based on the final items in your cart and the final shipping address for each item.

How long does shipping take?

Our goal is to get your purchase from our warehouse into your hands quickly, and that depends on a few things. Orders are shipped via a number of couriers based on size, service level selected, and geographic location.

We offer two shipping services for most items:

1. Standard Shipping (applies to all shipping options)
 - 2 to 8 business days, plus processing time

Good to know: If applicable, the charge for standard shipping will be applied at an order level

2. Express Shipping to your home:
 - 1 to 3 business days, plus processing time

Good to know: The charge for express shipping will be applied to each applicable item in your cart. Express shipping excludes heavy and/or oversized items.

Scheduled Pickup

- You select a day and time to pick up your order at SNS Automation location near you. Each location will have different designated Pickup areas, so make sure to check your eReceipt for specifics.

Good to know: If you'd like to place an order for Pickup the following day, our cut-off time is 7 p.m. or 11 p.m., depending on your selected Pickup window. You can place an order up to 21 days in advance.

We send heavy and/or oversized items by freight:

Freight Shipping:

- 3 to 8 business days, plus processing time

Good to know: We work hard to get your purchase into your hands as soon as possible, but sometimes uncontrollable issues — like weather — create shipping delays. SNS automation will not be held liable for shipping delays in those cases.

When will my delivery arrive?

Delivery is Monday to Friday 8 a.m. to 5 p.m. local time. If the delivery of a small item cannot be completed for whatever reason (for example, if you're not home), the carrier might attempt another delivery, or they will leave a notification at your door telling you where and when you can pick up your order.

For heavy and/or oversized items that may require an appointment, the carrier will contact you once the shipment arrives at the destination city, at which time they will arrange an appointment for delivery.

If I choose home shipping, can you deliver my purchase right into my home?

Deliveries of small-to-medium-sized packages will go right to your front door, or in the case of apartment buildings, to your lobby. Heavy and/or oversized items will be delivered curbside.

Can I ship to a P.O. Box?

Non, because your signature is required.

What can I ship Fedex, Dicom, Ups, Purolator?

Almost anything! As long as your purchase meets the sizing requirements:

- It weighs less than 66 lbs
- Does not exceed the maximum length of 78.7"

Don't worry, we'll figure out the weight and size for you.

Can I have someone else pick up my order?

You can indeed! But first, you must notify the shipping company.

FEDEX: 1 (800) 463-3339

DICOM: 1 (888)-463-4266

UPS: 1 (800) 742-5877

PUROLATOR: 1 888-744-7123

Can I have someone else pick up my order at SNS?

You can indeed! But first, you must fill out a [letter of Authorization](#).

Shop pickup

What is in-store pickup?

In-store pickup allows you to place an order with Snsautomationquebec.com and pick it up.

Missed Delivery

What do I do if I missed my delivery?

We understand that you have places to be and things to do, so if you missed your delivery, your purchase will go to either a nearby Post location, or to a carrier retail center or depot. In this case, you will receive a notification telling you where and when you can pick up your purchase, or for some items you will be contacted to set a delivery appointment or to pick up the item at the confirmed location.

Can I ask the driver to leave a package at the door?

You cannot request the driver to leave your package at your door.

Damaged Shipment

What do I do if my package is damaged when it arrives?

If your package is damaged when it gets to you, rest assured that we'll do all we can to help! First, [contact us by phone or email](#) (rediriger contactez-nous SNS)we will help arrange to have your product returned. Of

course, you will not be charged for this, and we will give you a full refund for your product. Please let us know if there's anything else we can do to help, or if you would like to re-order your product.

Can't find what you're looking for?

Get in touch with our Customer Service Team by phone or email (admin@snsautomationquebec.com)