



Nov 26, 2021

**Re: Extreme weather conditions and shipping delays from our Vancouver location**

Dear Valued Customers,

This certainly has been yet another memorable and challenging year. In preparation for the upcoming holiday season, I wanted to share a few things to help ensure we meet your expectations and create great gifting experiences for both our customers and their gift recipients.

**Shipping delays in British Columbia**

Due to the recent flooding in BC, major road closures are affecting ground shipments both into and out of the province. The status of shipping delays are listed below:

- **Shipping within Metro Vancouver and Vancouver Island** - currently moving as expected.
- **Shipping from Vancouver to other parts of BC** - please select express shipping methods to avoid delays.
- **Shipping from Vancouver to other parts of Canada** - please select express shipping methods to avoid delays.
- **Shipping from Toronto to BC** - you have 2 options:
  - 1) Ship via express shipping methods.
  - 2) To avoid express shipping fees, you can select gifts that ship from our Vancouver warehouse. If you want to view these gifts, please follow this link: [Vancouver gifts](#)

**Seasonal shipping delays**

In addition to the record breaking floods in BC and impacts from the ongoing pandemic, there is the additional challenge of seasonal increases in parcel deliveries. We continue to see delays with all our shipping partners. Due to the increased delays, we are no longer able to guarantee specific delivery dates. **If your order has a firm required delivery date please contact our customer service team:** at 1.800.848.6102 x1 to discuss options to ensure we meet your expectations.

Thank you for your patience and for your business.

Kindly,

Saul Brown, Founder  
Saul Good Gift Co.  
1.800.848.6102 x101