

What is a Service Level Agreement (SLA)?

- SLA refers to the amount of time we estimate it will take to ship freight from our warehouses to the final destination when using our *general shipping* option, starting when the freight shipping cost is paid in full.
- SLA estimates do not reflect delays caused by the temporary interruption of air service, such as flight delays or cancellations due to weather or other operational reasons.
- SLAs are a guideline and for reference only. They do not constitute a guarantee delivery time frame. In most situations, freight is delivered well before the SLA expires.

COMMODITY	HOURS	DAYS
Building Materials	120	5
Cake/Food Trays	24	1
Chips	480	20
Clothing	96	4
Documents	24	1
Electronics	120	5
Fast Food	24	1
Furniture	240	10
Bulky Furniture	480	20
Dry Groceries	72	3
Freezer Groceries	72	3
Fridge Groceries	72	3
Household Goods	120	5
Live Animals	12	0.5
Office Supplies	96	4
Paper Products	96	4
Parts	120	5
Personal Goods	96	4
Pop	120	5
Tobacco	24	1

Need Items Delivered Sooner?

If your item(s) need to arrive sooner than the times listed above, we recommend using **Priority Shipping**. Please call **1-800-665-8986** or email perimetercargo@perimeter.ca for more details.