



# CANPAR Shipping UPDATE

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## FAQS

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**Q: WHY IS FEDEX NO LONGER AN OPTION FOR SHIPPING?**

A: In order to consolidate their volume due to increased COVID-19 demands, FedEx has decided to discontinue service to some of their customers. Due to this unforeseen change, Young Living has explored other dynamic courier options to ensure we are continuously enhancing and providing level of service our members deserve. Our warehouse partners have a longstanding relationship with Canpar and we are confident in their shipping standards to effectively support our growing member community across Canada.

**Q: WHEN WILL THIS TRANSITION OCCUR?**

A: Effective November 9, 2020, Young Living will transition the “FedEx Ground” shipping method to “Courier Ground” via CanPar.

**Q: WHO IS CANPAR?**

A: Canpar is part of the Transforce Group, one of Canada’s largest and leading carriers from coast to coast. Canpar has been a longstanding partner of our warehouses, and we are confident they can effectively support our growing member community across Canada.

**Q: WILL MY ORDER(S) BE DELAYED DURING THIS TRANSITION?**

A: We do not anticipate any major disruption to regular shipping timelines. We are working closely with all partners to ensure the transition is as seamless as possible with every effort made to minimize delays on orders.

**Q: WHAT HAPPENS TO EXISTING ORDER(S) THAT SELECTED FEDEX AS A SHIPPING OPTION?**

A: All existing FedEx Ground orders are being prioritized to ship by November 6th. Existing orders with Priority shipping selected will ship via Canpar Express or UPS Overnight.

**Q: WILL SHIPPING COSTS CHANGE WITH THIS TRANSITION TO CANPAR?**

A: No. The shipping rate(s) for the Courier Ground option will remain the same as FedEx Ground. As always, the cost of shipping will vary depending on the weight of the order and the location of delivery. Orders shipped via Courier Ground are limited to a maximum of 150 lbs.



## FAQS CONTINUED

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**Q: WHAT IS THE EXPECTED SHIPPING TIMELINE WITH CANPAR?**

A: The estimated time in transit for the Courier Ground option will remain the same 2-7 business days that members were used to with FedEx Ground.

NOTE: This does not account for order processing times. Orders are processed within 1-2 business days, between Monday and Friday, excluding weekends and Canadian holidays. Delivery times may vary depending on location of the delivery and weather conditions.

**Q: HOW WILL THIS TRANSITION IMPACT DELIVERIES TO RURAL AREAS?**

A: Canpar has extensive coverage with 60 hubs and terminals across Canada. Deliveries are not anticipated to be impacted in majority of rural areas across Canada. However, very remote areas may not be covered (much like FedEx). Orders are always routed through the best courier for an area to ensure smooth delivery service. If there is an area within Canada that is not being serviced well, please contact [canadacs@youngliving.com](mailto:canadacs@youngliving.com) or 1.855.429.2616 and we will address those circumstances directly.

**Q: WHAT ARE THE MAJOR CHANGES I WILL NOTICE?**

A: Upon check out in your Virtual Office (VO), the ship method in the VO “FedEx Ground Shipping” will transition to display as “Courier Ground” (Canpar). You may also notice Canpar delivery trucks and boxes when your order(s) arrive.

**Q: WHAT ABOUT MY EXISTING MONTHLY ESSENTIAL REWARDS TEMPLATE?**

A: Our IT team will automatically transition your Canada ER template ship selection to align with the new ship option.

**Q: WILL THIS TRANSITION IMPACT NFR ORDERS?**

A: No. This shipping update will not affect NFR orders.