



BUTTERFLY WINGS N' WISHES LTD.

780-462-1839

bugs@butterflyab.com

43 Grand Meadow Crescent, Edmonton AB T6L 1A3

www.butterflyab.ca

PARCEL LATE?

Thank you for worrying about the animals!

Please act fast.

Here is what to do if you believe your order is late:

- 1) **Check the shipping date on your invoice** (top right corner). **That is the shipping date, not the delivery date.**
 - unless you are in Edmonton: the only location with same-day delivery.
- 2) Remember, if you are outside of Edmonton, there is **no way for it to arrive the same day it shipped.**
 - Most urban destinations arrive the next day, though about 5% experience mechanical delays.
 - Remote locations might take a day or two longer.
 - There is no way for us to predict precisely what time of day a parcel will arrive. For schools: allow until 3:30 PM. For other addresses, allow until 5 PM. Delivery routes are based on the parcel load a Purolator driver has.
- 3) **Check your Purolator tracking number.** This is the fastest way to get an update on where your parcel is! This will help you find it.
 - Your tracking number would have been emailed to you the week before your ship date.
- 4) **DEFINITELY LATE?** Is there an update saying it did not ship? Is it being held or is stuck at a depot? Confused? For all these concerns, or if you never got a tracking number, **call us immediately:**
 - **780-462-1839,**
 - **Have your Purolator tracking number ready** (if applicable)

Chances are we can find it and get it to you within a single business day.

Do not wait until a Friday to call us about parcels: we prefer you call us as soon as you determine it is missing (within 1 or 2 days of non-delivery). Problems must be solved FAST as these animals are on a survival clock.

We have a lot of weight to throw at Purolator. They also love rescuing the caterpillars for us. It's one of the reasons we only work with them: when we call them for help, they typically drop what they're doing to save the animals.

*Please don't sit on a late parcel: problems can **only** be solved on business days as Purolator does not work on weekends. It is often **critical** for the animals that we find them before a weekend.*