

Customer Service is available from  
7:30 am - 5:30 pm  
Monday to Friday

## Local Delivery Services to/from the Lower Mainland

### Vehicle Delivery Services - Monday to Friday

ULT	ULTRA	Direct Service	
SHT	SUPERHOT	60 - 90 minutes	
HOT	HOT	2 Hour Service	Order by 3:00 pm
RSH	RUSH	3 Hour Service	Order by 2:00 pm
REG	REGULAR	5 Hour Service	Order by 12:00 pm
ECO	ECONO	Next Business Day by 3:00 pm	Order by 3:00 pm

\*Deadlines may vary to/from the Fraser Valley (Pitt Meadows, Maple Ridge, Aldergrove, Abbotsford, and regions east of Abbotsford)

\*Delivery times based on office hours of 8am – 5pm. \*Pick up and drop off to occur within the chosen delivery window

### Specialty Services

XTS	SUPERHOT Evening/Weekends	Direct Service	Weekdays: 5:30-10:00pm Weekends/Holidays: 8:00am-10:00pm
FedEx Envelope	National Delivery Small Envelope	1-3 Bus. Days	Cut off times vary
FedEx Pak	National Delivery Large Envelope (Up to 5lbs)	1-3 Bus. Days	Cut off times vary
FedEx Overnight	National Delivery Packages Larger Than Envelope	1-3 Bus. Days	Cut off times vary

### Downtown Services by Bicycle

ULT	ULTRA	Direct Service	
SHT	SUPERHOT	20 Minutes	
HOT	HOT	35 Minutes	Order by 4:30 pm
RSH	RUSH	1 Hour Service	Order by 4:00 pm
REG	REGULAR	2 Hour Service	Order by 3:00 pm
ECO	ECONO	Next Day by 3:00 pm	Order by 3:00 pm

\*Bicycle delivery services apply only to envelopes under 5 lbs

For more information, call us at 604-278-1935 or visit [www.novex.ca](http://www.novex.ca)