



**NEW RETURN
POLICY**

Effective August 1st 2013

Our **new return policy** accepts returns within **90 days** of purchase.

At the Distribution Centre Victoria we understand that items are returned for a variety of reasons.

The process is easy, efficient and straight forward. The following items **are accepted** for full credit, or exchanged, no questions asked within 90 days:

- When they are returned with their packing slips and/or sales order.
- When they are returned, unopened, in their original packaging, within 90 days of purchase, and therefore, are re-sellable.
- When you have ordered it in error and items are re-sellable.
- When we have sent it to you in error
- Defective or faulty items.

There are rare occurrences when we **cannot accept** a return:

- When the product is past an expiration date and thus not re-sellable.
- When items original packaging has been compromised, such as the inner wrapping of toner cartridges, and thus not re-sellable.
- When the item was purchased so long ago that it affects the performance, such as pens drying out.

Note: \$5.00 Shipping Charge for orders less than \$25.00 will only be refunded if the reason for return is the fault of the Distribution Centre Victoria or a manufacturer defect.

Whether an item is no longer needed, mistakenly ordered, defective, or sent to you in error, contact one of our Business Relationship Officers at: 250-952-4460 or by email at: DCVCustomerSer@gov.bc.ca and we will be pleased to assist you.

DISTRIBUTION CENTRE VICTORIA

Customer Service:

Phone: 250 952-4460
Toll Free: 1 800 282-7955
Fax: 250 952-4431
Email: DCVCustomerSer@gov.bc.ca

Bookmark the DCV Online Store at: www.dcv.gov.bc.ca

Did You Know?

BC Hydro has posted that July is the busiest moving month of the year.

Did you also know?

We sell boxes/cartons ranging from small to extra large to help with your moving needs.

Look online for sizes and pricing.



Product #: [8115011001 - 8115011014](#)

New Products...



Stretch Wrap

5" wide by 1000' long with dispenser

This easy to use cling wrap is great for moving or just keeping things together. It sticks to itself and not the items you are wrapping.

Product #: [7530981015](#) Price: \$8.75 EA



Paint Marker

12 assorted colours - sold separately

These markers are great for use on steel, rubber, timber, plastic, and other materials.

Product #: [7520485051 - 7520485061](#)

Price: \$2.95 EA



Jumbo Highlighter

7 assorted colours - sold separately

These vivid, fluorescent highlighters deliver a clear and constant ink flow making them a pleasure to use.

Product #: [7520481110 - 7520481116](#)

Price: \$0.89 EA



We Welcome our New Customers

- BC Transit, Safety & Environment
- BC Ambulance Service, Central Reporting Station
- Gaming Grants & Sports Division - Community, Sport & Cultural Development
- BC Meat Inspection Branch - Ministry of Agriculture

Congratulations Suzanna from MCF for her suggestions... she won a DCV mystery grab bag.

Green Tip:



Keep it **clean** and be **GREEN**

Our Green Works products:

- Are made with plant- and mineral-based cleaning ingredients
- Come from biodegradable ingredients that are naturally derived
- Are not tested on animals
- Use environmentally sustainable packaging whenever possible

Product #: [7920014022 - 7920014025](#)

Protocol & Recognition

Outstanding **awards** for your **star performer...**



Marbled Design Pen Set

This stylish blue marbled double pen set with gold toned accent is a perfect recognition gift. One pen is a roller ball and the other pen is a ballpoint pen; ink color is black and blue. The pen set is imprinted with the British Columbia logo. Elegantly boxed for presentation.

Product #: [9999847199](#) Price: \$24.95 EA



Long Service Award Pins

Help the employees in your area celebrate their milestone years. These pins are designed for use with the long service award plaque and come in five-year increments.

Product #: [9999844001 - 09](#) Price: \$2.55 EA

Long Service Award Plaque

These walnut plaques are available to all ministries. Seven dogwood pins are provided with each plaque. As the recipient of the plaque completes five years of government service, a dogwood pin is replaced with the appropriate service award pin.

Product #: [9999844010](#) Price: \$29.95 EA



Glass Tower Trophy

Elegant and modern glass trophy measuring 12 inches high. Before ordering, contact Protocol & Recognition at 250 952-4460 for custom engraving. All engraving purchases and requests must be done through a Protocol & Recognition Representative and cannot be done online.

Product #: [9999841807](#) Price: \$39.95 EA

Have your awards **personalized** with our in-house **engraving!**

Email us at GIFTWARE@gov.bc.ca for engraving

Contact Information

toll free 1 800 282-7955 | tel 250 952-4460 | Online www.dcv.gov.bc.ca
fax 250 952-4431 | email DCVCustomerSer@gov.bc.ca

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A BRANCH *of* SHARED SERVICES BC