

B2C SOLUTIONS

# Your Reputation. **Delivered.**

INTERNATIONAL PARCEL LOGISTICS FOR  
BUSINESS-TO-CONSUMER SHIPPING.

Eliminate COD  
Manage Duty and Taxes  
Streamline Returns





TRM- CLR  
In: 50575-194  
In: 200



# There's no business, like repeat business.

LET FARROW HELP SOLIDIFY YOUR BRAND WITH  
EACH AND EVERY SHIPMENT.

Today's online consumers have more choice than ever before. If problems arise, another brand or retailer is only a mouse-click away. In order to thrive, it is essential to work with a dependable logistics partner that can deliver your goods in a timely manner and provide a seamless consumer experience.

For American companies shipping to customers into Canada, the potential for brand erosion due to complications is enhanced even further. Let our experience at the border ensure you always get the lowest rates on duty and taxes, eliminate Cash On Delivery from your business lexicon and maintain competitive pricing.

## **WHAT FARROW LOGISTICS DELIVERS:**

- Faster shipping times
- Easier returns
- Elimination of COD charges

## **IS FARROW LOGISTICS RIGHT FOR YOUR BUSINESS?**

If you ship more than 5,000 packages per year to the Canadian market, give us a call. We offer GMP certified spaces, pick and pack solutions, a strong returns process, can help you cut costs, streamline shipping and strengthen your brand across the border.



**PRICING CONSISTENCY AND RETAIL PEACE OF MIND.**

If your retail operation operates physical stores in Canada in addition to your online presence, pricing consistency can be an issue once duty and tax is factored in. Farrow can help keep your logistics costs down by managing duty and tax payments, helping you match prices between brick-and-mortar and online stores.

# Cost savings. Brand protection. **Delivered.**

TRANSFORM YOUR LOGISTICS STRATEGY AND ELIMINATE THE ELEMENTS OF SURPRISE AND FRUSTRATION.

No one likes the surprise of COD, or the frustration of late deliveries. Both reflect poorly on your brand and services, and can send consumers looking for alternatives. For companies shipping to Canada under a DDU (Delivery Duty Unpaid) model, Farrow Logistics can assist with the move to a DDP (Delivery Duty Paid) model to ensure your customers receive no unexpected news at their front door.

What's more, we can help you cut your logistics costs by consolidating all shipments you have heading across the border.

**FARROW IS PROUD  
TO DELIVER FOR THESE  
TYPES OF COMPANIES:**

- Apparel and Accessories
- Books/Music/Video
- Beauty/Cosmetics
- Gifts
- Vitamins/Nutrients/  
Supplements
- Hardware/Home  
Improvement
- Housewares/Home  
Furnishings
- Specialty
- Sporting Goods
- Toys/Hobbies



# Customized solutions. Delivered.

HOW CAN WE HELP YOU? NO MATTER WHAT YOUR SIZE, OR WHAT YOU'RE SHIPPING, FARROW LOGISTICS CAN TAILOR OUR SERVICES TO FIT YOUR UNIQUE NEEDS.

From single sourcing, to multiple pick-up points and sort processing, Farrow Logistics offers all the tools you need to streamline your logistical efficiencies and offer lower costs for your customers.

Whether you ship a single package one day and 2,000 the next, need to revamp your returns process or drop ship to multiple vendors, our team can work with you to develop a plan that fits.

## **OUR CUSTOMIZED OPTIONS INCLUDE:**

- Return solutions
- Origin checks
- Drop shipping
- Single ship-to destination
- Sort processing that links EDI order info with physical parcels
- And more

## **GMP CERTIFIED**

As part of our commitment to service, Farrow Logistics follows strict GMP (Good manufacturing practice) guidelines and procedures. At each of our locations, we employ stringent pest control, state-of-the-art security, temperature control systems and more to ensure your products are always protected and compliant with federal regulations.





# How we help.

## RECOUPING DUTY PAID ON THE IMPORTATION OF RETAIL GOODS.

### **The Challenge**

In late 2010, a large American clothing company with 1,000 stores in North America, discovered a discrepancy in the value of imported goods they had been providing to the Canada Border Services Agency (CBSA). To help solve the problem, they approached Farrow to find a solution.

### **The Solution**

A review of goods being shipped into Canada revealed that on hundreds of thousands of orders, the company's standard pricing had been used on CBSA declarations, when in many instances, much lower sale prices should have been used. As a result, millions of dollars in additional duty payments had been made incorrectly to CBSA.

### **THE RESULTS**

After a thorough investigation, Farrow prepared three consolidated refund requests that were submitted to CBSA, resulting in a substantial duty refund of **\$1.7 million**.



# What are our clients saying?

FOR MORE THAN 100 YEARS, SOME OF NORTH AMERICA'S LEADING COMPANIES\* HAVE LOOKED TO FARROW TO PROVIDE CUSTOM LOGISTICS SOLUTIONS THAT DRIVE BUSINESS. HERE'S WHY:

"The advice of your staff on Customs issues, both in Canada and in international markets, continues to be unerring. Farrow is an invaluable resource."

*International Director, Global Retailer*

"We were particularly impressed with Farrow's flexibility and responsiveness, your team went out of their way to make sure we found solutions to all our roadblocks."

*Logistics Manager, International Toy E-tailer*

Are you ready to transform the way your company fulfills business-to-consumer orders?

**Talk to one of our logistics specialists today.**

## CONTACT INFO



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\* We respect our clients' privacy and have chosen to keep their names and companies confidential

