



# FAQ: New Vancouver Distribution Centre

What you need to know about the new D&H logistics centre opening on Tuesday, September 6, 2022

## Why is D&H opening a new Vancouver distribution centre?

The existing Vancouver warehouse facility located in Richmond, British Columbia is approximately 26,000 square feet and currently operating at high-capacity levels. As part of our D&H B.F.G - Built for Growth – strategy, we are continuing to support and invest in the long-term success and ongoing growth of our partners. One of our many ongoing investments includes the transition to a larger distribution centre to accommodate increased stock demands and shipping volume. Further details in our Built for Growth strategy can be found at [www.dandh.ca/BFG](http://www.dandh.ca/BFG).

## What is the size of your new distribution centre?

The new Vancouver warehouse in Surrey, BC is approximately 62,170 square feet, whereas our current facility in Richmond, BC is approximately 26,000 square feet.

## When will the new distribution centre open?

The last shipping day from the Richmond, BC warehouse facility is Thursday, September 1. The warehouse is scheduled to close at the end of business with the move to our new address in Surrey, BC occurring over the course of Labour Day weekend from Thursday, September 1 to Monday, September 5. The new location will resume normal outbound shipping operations beginning Tuesday, September 6, 2022.

## Where is the new logistics centre located?

Our current Vancouver distribution centre - located at 13268 Worster Court, Unit 110 & 120, Richmond, BC, V6V 2B3 - will move to its new location at 2965 188 Street, Unit 100, Surrey, BC, V3S 9V5. While the address will change, the contact phone number will remain the same at (604) 248-2155.

## How will the transition to the new facility affect my purchase orders?

Orders will ship from the current Vancouver distribution centre as normal leading up to Labour Day weekend when we will begin our warehouse transition. Beginning end of business on Thursday, September 1, orders will no longer ship from the Vancouver distribution centre in Richmond. Our Toronto distribution centre will remain open and ship products as normal during this transition.

## Will there be any effect on orders in August prior to the move weekend?

D&H will maintain a normal “in stock” position on all volume SKUs, while low volume SKUs will have less product availability at the Vancouver distribution centre. D&H will support lower volume SKUs through our logistics centre in Toronto, ON.

## Will my EDI transmission of orders be affected by the move?

EDI transmissions and EDI purchase orders will not be affected and will continue as normal.

## Questions?

Please contact [VancouverDCMove@dandh.com](mailto:VancouverDCMove@dandh.com)

[www.dandh.ca](http://www.dandh.ca)

800.340.1008

Toronto, ON  
Vancouver, BC



[linkedin.com/company/dandhdistributing](https://www.linkedin.com/company/dandhdistributing)



@dandh\_ca