



Together Improving Lives  
Ensemble, améliorons des vies

Dear Valued Medline Customer,

Due to the effects of the COVID-19 pandemic, there has been considerable impact to raw material and ocean freight costs over the past year, with container shipping rates 3-4 times higher than before. The effects of the pandemic on freight costs are being felt across all industry sectors at this time, and while we have done all we can to mitigate these cost increases during the pandemic, we will be implementing a moderate change to our freight policy and cost.

Effective January 3, 2022, the minimum order for prepaid freight charges will be \$300 pre-tax for high volume Hospital orders and \$150 pre-tax for all other healthcare provider orders. For orders falling below these thresholds, a \$20 freight fee will be applicable.

We are deeply committed to the health and wellbeing of our customers, employees, partners and communities. Medline Canada is proud to be your trusted partner supplying Canadian healthcare, and we are grateful for your trust and continued partnership.

If you have any questions regarding the change to our freight policy and fee, please contact our customer service team:

- **Medline | Medical Mart** – 1.800.268.2848
- **Medline | Medical Mart – Acute Care** – 1.800.396.6996
- **Medline | Dufort et Lavigne** – 1.800.361.0655 or 514.527.9381
- **Medline | Médi-Sélect** – 1.800.463.5166 or 418.623.3353

Sincerely,

Kaveh Razzaghi  
Chief Operating Officer  
Medline Canada, Corporation

