



The Country Grocer Northern Orders Information

More Questions?

Our delivery department is open Monday to Thursday 8am to 4pm and Friday 8am to noon. After hours, you can leave a voicemail or send an email and staff will get back to you the next day.

Telephone: 613-731-6883
Toll Free: 1-866-731-6883
customerservice@onlinegrocer.ca

Payment & Delivery

As you create your order, a total is calculated online. This is an estimate but may change based on quantities of weighted items, substitutions, and sale prices. The final total is generated when your order is rung through our cash system, the same as it would be if you were shopping in store yourself. Upon delivery, you receive a receipt showing what you have received and have been charged for.

For online payment, select the option "Credit Card—Online Transaction" at the checkout.

It is important to note that online payments place a hold on the card, but the final amount charged will be what appears on your receipt.

Payment and Shipment of Your Order

How it Works:

Through a partnership with Canadian North Cargo and First Air airlines, The Country Grocer ships groceries all over Nunavut. Customers can choose which airline they would like to use based on their personal preferences. Airline selection is made at the checkout. If you are impartial to which airline is used, you must still choose one; if nothing has been selected, your order will be put on hold.

Orders are shopped for and packaged by our delivery department staff. Everything is carefully packaged and marked dry, refrigerated, or freezer as per airline standards. Note that all meat and bread products are sent frozen. Our driver takes your order directly to the airport and from there it is processed and prepared for shipment by airline staff. Shipping times vary based on location, flight schedules and availability so check your airline's website for more information.

Payment:

All orders being sent to Nunavut must be paid for before delivery. Just select the option "Credit Card—Online Transaction" as your payment method at checkout and you will be redirected to our online banking provider.

It is important to understand that the delivery fee that you are paying to The Country Grocer is the fee to deliver your order from our store to the Ottawa airport. All freight fees for the shipment of your order from Ottawa to Iqaluit are paid for through the airline.

All freight fees are calculated by weight and must be paid upon delivery to Iqaluit. If you are not familiar with the pricing, we highly recommend that you contact the airline for details, as the shipping can add up quickly if purchasing items like canned goods, liquids, or dog food.

Orders being flown to smaller communities outside of Iqaluit must have their freight fees paid before being shipped. Contact the airline to set up an account or for further details.

Toll Free Airline Contacts

First Air: 1-800-568-7497

Canadian North: 1-866-663-2223

Store Policies

Contact Information: We do our best to get your order to the airport as quickly as possible. Sometimes this can be difficult if we have questions about the order and do not have a way to contact you. Please make sure that the email and phone number listed on your profile are in use.

Payment: In the event that an order was not paid for online, you will be contacted and the order will be put on hold until we hear back from you. If you select the wrong payment method, please contact us with your credit card information so that it can be charged in store.

Refunds: The Country Grocer prides itself on the excellent quality of our fresh meats and produce. All groceries sent to you are picked fresh and sent to the airport that day. We freeze your meat and bread products to ensure that they arrive to you unspoiled. In the rare event that your order arrives late due to airline delays or damaged due to airline handling, please contact the airline to place your claim with them as this is not handled by The Country Grocer.