

Frequently Asked Questions (FAQ)

We answer frequently asked questions about the following topics: Our Services, about Payment, about Dimensional Weight, and about other topics.
If you still can't find your answer here, just ask us:

☎ +1 (778) 877-2017

✉ info@numode.ca

💬 Use the Chat on our website (<https://numode.ca>)

Question	Answer
Questions about our Services	
What courier services do you offer?	We offer 5 different service levels for our courier service in Metro Vancouver: <ul style="list-style-type: none"> • Super Hot (60 – 90 Minutes) • Hot (2-hour Service) • Rush (3-hour Service) • Regular (5-hour Service) • Econo (Next Business Day) Our different service levels in detail
What freight services do you offer?	We offer 4 different service levels for our freight service in Metro Vancouver: <ul style="list-style-type: none"> • F1 (Direct Service) • F2 (3-hour Service) • F4 (5-hour Service) • Same Day Our different service levels in detail
Do you deliver to Vancouver Island?	Yes, we also service Vancouver Island. We offer both next day and same day service to most large cities. Our service times are different than those for Metro Vancouver. Please see the different service levels below for our courier and freight service levels for Vancouver Island.
Can you deliver something for me on a regular basis?	Yes, we offer Dedicated Services to our customers. From scheduled deliveries to retail deliveries or bank runs. Our Dedicated Services in detail
Can you pick something for me up and deliver it to another location?	Yes, just schedule a pick-up and a drop-off location, the service level you want and the time at which you want it to be delivered. Our different service locations

What happens when I order a delivery after cut-off time?	We will take care of your delivery the next day.
Can I place an order after your office hours?	You can place orders 24/7. However, your order will be processed the next business day.
How much does it cost to ship something?	The cost is dependent on the distance of the shipment, the weight, and the service level you choose.
Where can I put additional instructions for the driver?	When you place an order through our Contact Us page, simply put the instructions in the comments field or let us know via email or phone call with enough time beforehand.
How do I obtain a quote?	Give us the pick-up and drop-off location, the dimensional weight and the service level you want to have, and we can give you a quote right away! Just email us, call us, or use our chat function.
Questions about Payment	
Is your site secure?	We use Hypertext Transfer Protocol Secure (HTTPS) for our website. This means that information (such as passwords or credit cards) will be securely sent to this site and cannot be intercepted.
When do you charge for your services?	We charge your card 15 days after we sent the invoice. For us to do so, you have to fill out a Pre-Authorized Credit Card Payment Form .
What kind of payments do you accept?	We accept, Visa, MasterCard and American Express.
Questions about Dimensional Weight	
Why do I have to calculate the dimensional weight?	The dimensional weight is required because it takes into account its dimensions rather than just weight. A big package takes up a lot of room which could have been used for other packages.
How do I calculate the dimensional weight?	We've created a guide that shows you how to calculate the dimensional weight of your shipments. From how to calculate it for box-shaped objects to irregular-shaped objects. See our guide here

	If you still have questions, please call us +1 (778) 877-2017
Questions about other topics	
Which kinds of vehicles do you have?	We have a large fleet of vehicles consisting of: <ul style="list-style-type: none">• Cars• Different sized delivery vans• 3-ton and 5-ton trucks
What are considered Dangerous Goods?	The shipper is to identify which shipments are classified as dangerous goods and to provide us with the correct documentation. At the time of placing the order, we must be informed if a package contains dangerous goods.