



**WE DO THINGS A LITTLE
DIFFERENTLY HERE.**

WE FOCUS ON YOUR GROWTH

Get ready to deliver an exceptional customer experience to
your customers by exceeding their expectations.

LETTER FROM OUR PRESIDENT AND CEO

What drives Links Warehousing & Fulfillment?

We get a thrill being part of a successful supply chain and having an important part to play in the positive growth of our customers' success and their growth in Canada.

We stand behind our team, each of whom have been carefully selected to perform the various functions that are the sum of our customized outsourced services for you. We are a happy and functional family that shows on every level and is personified by our clients trust in Links.

Links cares about what we and who we work for and are extremely grateful for the opportunity to earn your company's business.

We offer you The Canadian Distribution Advantage™



Kevin Brown
President

Sincerely,

A handwritten signature in white ink that reads "K. Brown".



A handwritten signature in white ink that reads "J. Krost".

Jonathan Krost
CEO

We're Ready To Fulfill Your Needs

CANADIAN WAREHOUSING

Our warehouses are state of the art and are fitted out with the latest in storage equipment like the **Hänel Lean-Lift® Vertical Storage Shuttle**, as well as a conventional high rise small item e-commerce picking area, and narrow aisle high-rise pallet racking which is 28ft high. Our warehouses are all temperature and humidity controlled all year round and we also offer storage of oversized pallets.



SAME-DAY E-COMMERCE FULFILLMENT

We offer a same day pick, pack, and shipping guarantee to all our e-commerce clients ensuring that your customers have an exceptional customer experience each time they buy from you with end-to-end product visibility.





INVENTORY MANAGEMENT SYSTEM

Our warehouse management system shows real-time inventory and is updated as your goods are received and shipped out of our warehouses. Real-time inventory helps you make real-time decisions using accurate information. All data is backed up over different cloud-based servers and is accessible to our fulfillment clients through a secure web connection. We can automate the order entry process or control it manually depending on your requirements.

KITTING, RE-WORK & ASSEMBLY

Our in-house kitting and assembly area provides an extremely clean space within our Toronto warehouse for the assembly of your products. Our kitting team can create subscription boxes, club packs, sample packs, holiday gift boxes as well as plain packages or magnificent gift sets depending on your requirements. Links excels at literature fulfillment. We will also assemble products in custom or standard boxes, shrink-wrap, blister pack or clamshell packaging.



E-COMMERCE & RETAILER RETURNS

We have the expertise to deliver an accurate assessment, correct placement, and reporting on all return shipments. Our Toronto warehouses will deal with the entire process involved with the handling of returned goods and product recalls for your Canadian customers. This will include the receiving of individual direct to consumer orders or of large retailer and Amazon returns. We will receive, inspect, restock, repackage, refurbish, salvage spare parts as well as regulatory-compliant and certified disposal if required.



SAME-DAY FULFILLMENT & SHIPPING

E-commerce orders placed by 12pm EST will be fulfilled and ship out the same day, as will most business to business orders and that is our service guarantee to you.





**SAFETY
RECALL NOTICE**

PRODUCT RECALL & WITHDRAWAL SERVICES

Links will assist you to ensure a successful, fast, and effective product recall or market withdrawal or rectification reducing the risks faced by both the business, the brand, and to the consumer.

NATURAL HEALTH PRODUCT REGULATORY COMPLIANCE SERVICES

For a Natural Health Product to be lawfully sold in Canada it must apply for and receive a license from Health Canada which is called a Natural Product Number or NPN#, which once issued needs to be displayed on the product label on every bottle or box. Links can assist you in obtaining your NPN# as well as to have your manufacturer annexed to our Health Canada site license.



WE DELIVER AN EXCEPTIONAL CUSTOMER EXPERIENCE

48 HOUR
DOCK TO STOCK

SAME-DAY
ORDER FULFILLMENT

SAME-DAY E-COMMERCE SHIPPING

SECURE & PRISTINE
FACILITIES

48 HOUR RETURNS
PROCESSING

ADVANCED WAREHOUSE
MANAGEMENT SYSTEM

SERVICE SUPPORT THROUGH
A PRIMARY CONTACT AT LINKS

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Ontario, L4K 4W8, Canada

E-Commerce Warehouse # 2
120 Spinnaker Way, Concord, Toronto,
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