

Cargo Pickup and Delivery in Nain



FREQUENTLY ASKED QUESTIONS

What packages are eligible for this service?

The service is valid for cargo shipped within the PAL Airlines and Air Borealis network.

Does the flat rate apply to all packages?

Yes. The same flat rate applies to all packages for both delivery and pickup. Each item must weigh 50 lbs or less.

Who can use this service?

This service is only available to individual households in Nain. Businesses in Nain are not eligible to use this service.

Do you offer this service in other coastal communities?

At this time, cargo delivery and pickup is only available in Nain.

When is payment required?

Payment is required at the time of shipment.

How is delivery timing or priority determined?

Delivery timing is based on when the flight arrives in Nain and delivery availability.

Is same day delivery available?

Yes, same day delivery is available if the package arrives early enough.

Is there a cutoff time for same day delivery?

Yes. The cutoff time for same day delivery requests is 3:00 PM.

Are deliveries made immediately or grouped at specific times?

If there are multiple deliveries, they may be grouped and delivered together.

What are the delivery hours?

Deliveries run 7 days a week from 8:00 AM to 4:00 PM, including weekends and holidays.

What happens if the customer is not home at the time of delivery?

Air Borealis will call the customer in advance to arrange a delivery timeframe. If the customer is not home upon arrival, the package will be returned to the terminal for pickup.

Can a delivery request be cancelled or changed?

Delivery requests are added at the time of consignment. Any changes or cancellations must be processed before the shipment departs the originating station.

How do I file a claim for lost or damaged cargo?

Claims can be submitted by visiting:

<https://airborealis.ca/travel-hub/baggage/#lost-or-damaged-baggage>