Purolator 2025 Holiday Service Update

Department: Procurement/ Payables

Purolator 2025 Holiday Service Update

The Purolator Ontario Team is committed to delivering the best possible experience during the Holiday season. Due to increased shipment volume as well as extreme weather events, particularly in Northern Ontario, we have introduced proactive measures and service adjustments to ensure we are meeting customer expectations in the coming weeks:

Express shipments for delivery before Christmas Day
For customers who want to ensure that shipments arrive by Dec. 24, 2025, they must be inducted into the Purolator network by Dec. 23 using Purolator Express® service. Induction means the shipment is officially received and processed within our network. We recommend customers send Purolator Express no later than Dec. 22, 2025, to allow for any possible weather-related delay that may occur during this time of year.

Early cut-off times for call-in pick-up requests for Dec. 24 and Dec. 31
In order to complete as many deliveries as possible before Christmas Day and New Year's Day, as well as plan for regularly scheduled pickups for customers that close early, we will not schedule ad hoc pickups later than 12 p.m. (local time) on Dec. 24 and Dec. 31.

Regular account pickups will remain in place, and Operations will follow their regular process for pre-scheduled regular pickups. Local operations teams will connect directly with our regular pick-up customers to confirm the pick-up time required on these dates (Dec. 24 and 31), as well as throughout the week between Christmas and New Year's Day.

Service schedule during holiday season (Dec. 22, 2025, to Jan. 2, 2026)
Monday, Dec. 22
Normal operations
Recommended last day to ship using Purolator Express service, for shipments to arrive by Dec. 24, 2025, to allow for potential weather delays that may occur this time of year.
Tuesday, Dec. 23
Normal operations
Final day to ship using Purolator Express service, for shipments to arrive by Dec. 24, 2025.
Wednesday, Dec. 24
No ad hoc pick-up requests later than 12 p.m. (local time)
Regular account pickups will remain in place.
Thursday, Dec. 25
Closed (Christmas Day)
Friday, Dec. 26
Closed (Boxing Day)
Monday, Dec. 29
Normal operations
Tuesday, Dec. 30
Normal operations
Wednesday, Dec. 31
No ad hoc pick-up requests later than 12 p.m. (local time)
Regular account pickups will remain in place.
Thursday, Jan. 1, 2026
Closed (New Year's Day holiday)
Friday, Jan. 2, 2026

Normal operations

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