

Frequently Asked Questions

How Do I place an order?

- Visit our website at bisonguy.ca to shop our product and place your order. (There is a **\$200 minimum** order)

How do I Edit, ADD or REMOVE items to/from my order?

- Please send a quick email request to order@bisonguy.ca listing what you want added or removed and you will be sent an updated order confirmation.

How Do I Pay for my Order?

- We accept **Cash** at the truck OR **Etransfer** to order@bisonguy.ca (Please reference your Order #)

When is the Delivery Run?

- Our [Delivery Schedule](#) is posted on our website with Dates, times and locations; bisonguy.ca. You can also Subscribe to our mailing list to receive delivery and product updates.

All Meat is frozen !

**Please note if there are any delays due to traffic, weather etc. you will be contact via phone so please ensure we have your current mobile #.

** Also, if by chance there is no location listed on our schedule you will be contacted in advance once a location has been chosen.

Does the Truck Deliver to home/commercial address?

- No, we have to many orders and the truck is too large. We have designated delivery/meeting locations posted on our delivery schedule on our website; bisonguy.ca

Why is there excess moisture/blood after thawing?

- Our protocol on every slaughter is 10 min minimum bleed time...what you're seeing is Meat Myoglobin that flows out after thawing... grass fed / finished meat is much higher in iron, and bison is off the record... slow thaw is the most important, but you will always get purge.....

Further reading: <https://steakschool.com/learn/steak-leaking-blood-meat-package/>

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How to cook the Lean Bison Meat?

- [Bison Cooking Guide](#)

Need further assistance or have more questions? Contact Us

Phone: 778-204-6328

Email: order@bisonguy.ca