

RECEIVING YOUR ORDER

CHECKING

When an order arrives, one person should be assigned the task of checking it. Their job is to verify that items have been received in the quantities indicated on the Pick Ticket. If you are missing items, please check with others to see if they have removed items.

BACKORDERS

Final totals do not include backordered items. When our stock is replenished, the backorder will automatically be released if your account contains sufficient funds. If not, we will contact you to receive a method of payment. All items will then be shipped at our expense by Canada Post Expedited.

MISSING ITEMS

If an item is missing, or if the wrong item has been received, please complete the Shipment Adjustment Form on the reverse side and send it to us within ten days.

WEB ORDERS

Order on-line at www.acecanada.net.

CLAIMS & RETURNS POLICY

- ✦ We take great care in filling, checking, and shipping your order. However, sometimes errors are made. Please use the Shipment Adjustment Form to return items that were shipped to you in error or are defective.
- ✦ We do not accept returns via C.O.D.
- ✦ Accelerated Christian Education Canada will reimburse your account for any return postage, if we have made an error in your order fulfillment, and we will pay the postage to send you the correct materials. Please return any errors/defects by Canada Post.
- ✦ Damaged/Lost Packages – Please contact us within 10 days if your package has incurred damages in shipping.
- ✦ Cancelling an Order – Please be aware that there will be a 5% cancellation fee. This 5% charge is to cover the expense and time of pulling the material, and getting it ready to ship. Be sure you want the material before you order to save yourself the expense.

RETURNING ITEMS FOR REFUND

- ✦ Items must be in new condition and have been purchased in the last 90 days.
- ✦ A copy of the invoice must be included with the return.
- ✦ Non-acceptable items include:
 - CDs, and DVDs
 - Student or Supervisor forms
 - individual components of sets or kits
 - 3rd Edition PACEs or Score Keys that have been transitioned into 4th Edition.
 - PACE Tests and Test Keys must be stapled in the centre of the PACE or Score Key.
- ✦ Do not use newsprint for packing or wrapping, as the ink may rub off and make your return unacceptable.
- ✦ Please do not include a new order with your return. Our first priority is order fulfillment, and you may incur a delay in having your order processed.

There will be a 20% restocking fee with a minimum charge of \$ 15.00

SHIPMENT ADJUSTMENT CLAIM

If this shipment is not correct, please fill out and return this claim form within **ten days** of receiving the order.

Name _____

Customer No. _____ Order No. _____

Address _____

City _____ Province _____

Postal Code _____ Phone _____

Date Order Received _____ Invoice No. _____

DISCREPANCIES

| <i>ITEM DESCRIPTION AND NUMBER</i> | <i>QUANTITY ORDERED</i> | <i>QUANTITY RECEIVED</i> | <i>OFFICE USE ONLY</i> |
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SIGNATURE OF CHECKER: _____

DATE: _____