

FREQUENTLY ASKED QUESTIONS



Where do I start?

If this is your first time using A.C.E., we recommend starting with our free online diagnostic tests, which can be found [here](#). You will be prompted to create an account which is necessary to receive your results.

*Please note, a separate account must be created to order through our [Canadian webstore](#).



How do I track my package?

If you did not receive a tracking email from Canada Post or Canpar after you received your invoice, you can use the last six digits of your invoice number (eg. 0000123456) as the reference number. When prompted, enter your postal code.



How long will it take for me to receive my order?

Generally, we estimate that orders will be to you within 7-10 business days, or 4-6 business days for Xpresspost. Please note that orders will not be shipped until payment is received.

*NOT AN EXACT REFERENCE, ESTIMATE ONLY



Where do I send an E-Transfer?

If you would like to pay by e-transfer, please send it to accounting@acecanada.net and make your password your customer number. (HS11111)

*Please note that your order will only be held for 14 days without payment. If payment is not received within the 14 days, you will need to replace your order.



Are there any alternative shipping options?

An order of 1-2 items may be eligible for alternative shipping. Contact Customer Service at 1-800-976-7226 ext. 0 for more details.



How do I return something?

Please visit our return policy page [here](#).



How do I correct a mistake with my order?

We are sorry to hear there has been an error. We ask that you fill out the “Shipment Adjustment Claim” (the blue paper on the top of your order) and email a picture of it to us, at info@acecanada.net. If you do not have this paper you can find it [here](#).



How do I know when I can pick up my order?

After your order is processed, you will receive an invoice by email. This will indicate your order is available for pickup. Please check your junk mail if you have not received that email within 7 business days of placing your order.



How do I use a PO number online?

During the checkout process, please enter your PO number (if applicable) into *Purchasing*, select Offline Settlement, and in the Order Comments note which school or company you are going through. Please keep the billing address as your own; we will make the necessary changes when we receive your order.



What does Offline Settlement mean?

Offline Settlement is available for those who wish to e-transfer, use Visa Debit cards, send a cheque, or use a PO number. Please note that all payments must be received within 14 days of placing your order, or you must re-place your order.



Can I use a Visa Debit card online?

This feature may not be available for all users; however, you may select offline settlement, and call our office at 1-800-976-7226 to provide the card number. We will process the payment manually.



Do I really need the Manuals for Kindergarten and ABC Kits?

Manuals are required for all of Kindergarten. After they have been purchased once, they will not need to be purchased again.

Manuals are required for the first half of the ABC program, specifically for Math, Word Building, Animal Science, and Bible Reading.

Please note that manuals can **only** be purchased in the complete kits.



Where do I find resource videos?

Videos for Math, Science, and Electives can be found [here](#), no purchase necessary.



How can I purchase eCurriculum?

eCurriculum can be purchased from the U.S. office. You can find more information on their [website](#).



Do you offer French curriculum?

For Francophone families, we offer a French to English transition using our curriculum. Click [here](#) to read more about this program.