

## 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**

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 by Canada Post.

### **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](http://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.
- + 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.
- + 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.
- + PACE Tests and Test Keys must be stapled in the centre of the PACE or Score Key.
- + Non-acceptable items include:
  - CDs and Choose Art downloads.
  - Kindergarten and Grade One complete kits/components of kits.
  - Student or Supervisor forms.
  - 3rd Edition PACEs or Score Keys that have been transitioned into 4th Edition.
- + 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 incorrect, please fill out and email 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. \_\_\_\_\_