

Claims & Returns Policy

- We take great care in filling, checking, and packing your order. However, sometimes errors are made. Please use a Returns/Claims form to return items shipped to you in error or that are defective.
- We will not accept RETURN ITEMS 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 shipping to send you the correct materials. Please return any errors only by Canada Post.
- Damaged Materials - Report damage to carrier immediately. We insure each package, but the carrier (Canpar, Post Office, etc.) must be contacted to process for the damages.
- Returned items must have been purchased in the current school year. We will *not* accept any returns that were purchased in a previous school year.
- Returned items must be in new condition, in original packaging, and resaleable.
- A 20% Restocking Fee will be charged on all returned items. Small amounts and frequent returns are discouraged. For example, returns with less than a \$75.00 total value will incur a minimum \$15.00 restocking fee.
- Test Keys must be stapled in the middle of all returned PACEs or Keys
- Items in plastic wrap must be in their original wrappers
- Not acceptable for returns are audio and video tapes, disks, training materials, printed forms, CAT/TCS services material, and individual components of sets or kits.
- **Do not enclose an order with your returns.** Our first priority is to order fulfillment, and you may incur a delay in having your order processed.
- All returns must be sent back in boxes, *not* in *paper envelopes*. Do not use NEWSPRINT for packing or wrapping, as the ink may rub off and make your returns unusable.
- **Lost shipments** - If the shipment has been lost or shipped to the wrong location, the customer should contact our Customer Service at 800-976-7226. If you have not received the correct number of boxes, wait two or three days, then contact Customer Service. The remaining boxes may still be in transit.

***Your input can impact Educational Reform! We're listening!
We want your suggestions and comments!***

Canceling an Order? - Please be aware! If you decide to cancel - Please be aware there will be a 5% charge. The 5% 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.