



ASCENT Electronic Courseware Cancellation Policy

The ASCENT Electronic Courseware Cancellation Policy requires that:

- ◇ Approval must be obtained from Gilmore Global Logistics Services, Inc. and Ascent for all order cancellations.
- ◇ No returns will be accepted after 30 days from the date of purchase;
- ◇ Material voucher must not have been redeemed;
- ◇ Cancellation fees - \$25.00 USD or 20% of the purchase price, whichever is greater.
- ◇ This policy applies to ASCENT electronic courseware only; see ASCENT Printed Courseware Return Policy for additional detail.
- ◇ Please note that downloadable PDFs are not eligible for cancellation or return.

Any questions regarding this policy should be directed to Gilmore Global Logistics Services, Inc. at 1.866.795.6661 (North America), 1.613.599.6065 or ascentteam@gilmoreglobal.com.