

FAQ's

1~ Q: When will my order ship?

A: Orders will ship within 48 hours when submitted before noon.

2~ Q: When will my order be delivered?

A: The "Required Delivery Date" will automatically populate based on the ship method selected. Watch the date required field carefully when choosing your shipping method to ensure the correct date is registered. Always choose an Express ship method for urgent orders.

Please see the Shipping Details Page screenshot below.

3~ Q: Why is my ship cost so high when I am placing an order?

A-1: The Online E-store provides an initial estimated ship cost based on the weight and ship to address of an order from our print facility in North America. This is the cost that will populate within the order review process.

When an order ships; the actual details related to ship cost, courier and tracking number are updated on your online order. This is the cost that will be charged or invoiced.

A-2: Orders destined for Australia, EMEA and India will be provided with the UPS/FedEx express ship option only. Our print partners in these regions will always choose the most economical ship method available to them to meet the Required Delivery Date as entered into the order.

Once an order ships, the actual details related to ship cost, courier and tracking number are updated to the online order. This is the cost that will be invoiced.

NOTE: If a credit card is entered as the payment method on any order – the estimated ship cost will be reserved against the card. Only when the order is updated with the actual shipping cost will it be charged against the card.

Please see the Shipping Details Page screenshot below.

4~ Q: What is the return policy for ASCENT orders?

A: All returns must be approved by both ASCENT and Gilmore Global and the material must be a current revision. See the Return Policy posted on the store.

5~ Q: How can I cancel my order?

A: To cancel an order please send an email to the ASCENT team at ascentteam@gilmore.ca with the order number included in your request. Once it has been confirmed that the material has not already been printed the order can be confirmed as cancelled.

6~ Q: When will I receive my Instructor Tools?

A: The Instructor Tools is a non-physical product that the end user downloads from an ftp site. [The link to the download is located in the title of the product on the email order confirmation you will receive once your order is placed.](#)

7~ Q: When will I receive the invoice for my order?

A-1: The Order Shipped email notification is the receipt/invoice for online Credit Card Orders.

A-2: Invoices issued against an established billing account are issued on the 15th and 31st of each month and sent out via email.

8~ Q: How can I use my State Tax Exempt Resale Certificate for online Credit Card orders?

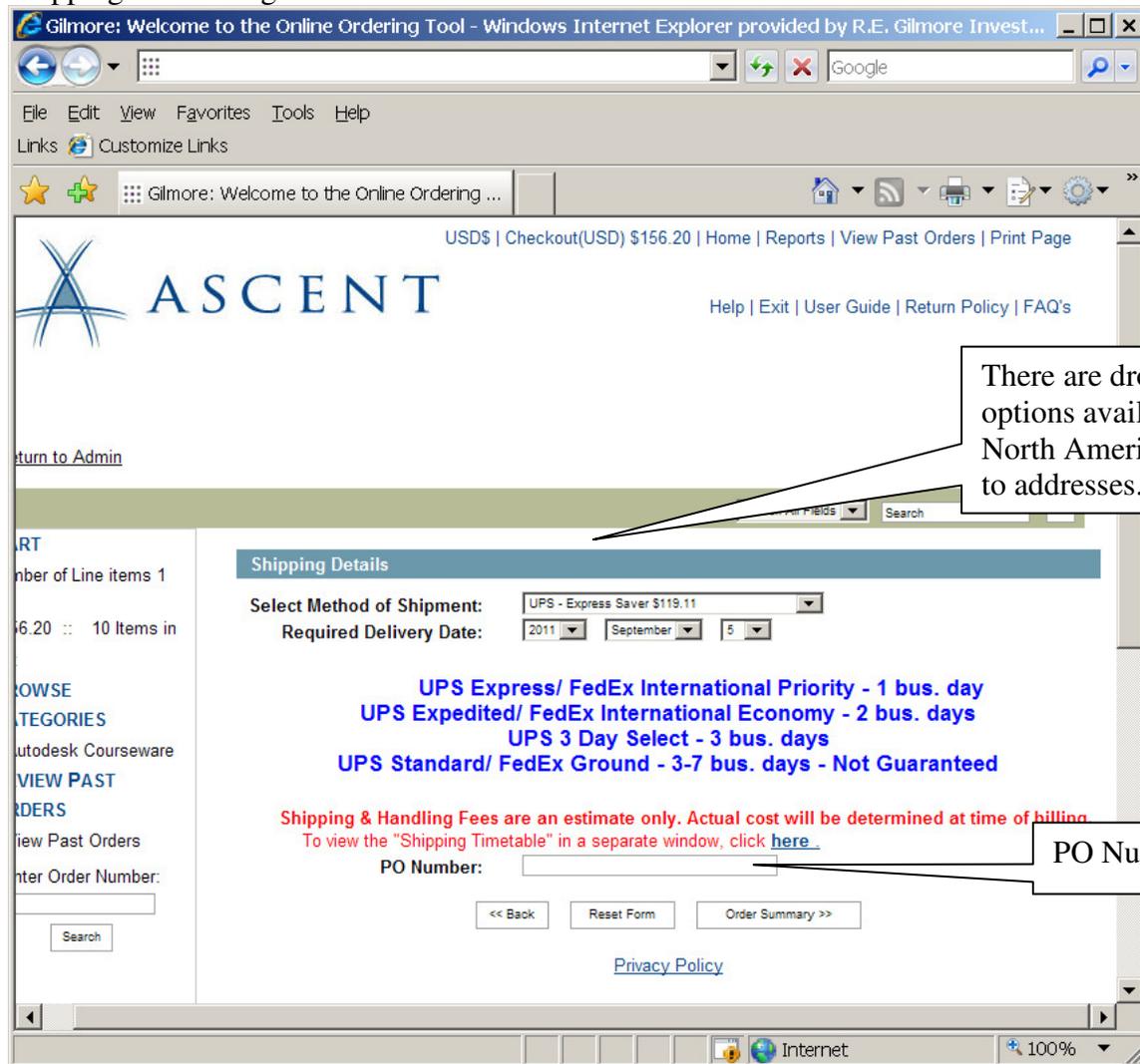
A-1: The Gilmore Global/Ascent online purchases are processed on a retail Credit Card store. Orders will have tax applied for shipments going to our Nexus states as follows: Arizona, California, Colorado, Kansas, Massachusetts, New York, and North Carolina. The online credit card purchase process does not allow for tax exempt certificates to remove sales tax from the order. The buyer will need to process a tax rebate through their local government process.

A-2: Tax exemptions can be applied to monthly invoices if your company has a purchase agreement set up with Gilmore. If you would like further details on this process please contact Gilmore Global directly at ascentteam@gilmore.ca
Resale Certificate forms can be found on your State Tax website.

9~ Q: Where do I enter my PO Number?

A: The PO Number is entered in the corresponding field on the Shipping Detail page. Please see the Shipping Details Page screenshot below.

Shipping Details Page



There are drop down options available for North American ship to addresses.

PO Number Field

10~ Q: Where do I enter my promo code?

A: Promo Codes are entered after the Shipping Details on the Order Summary page. Please see the screen shot below.

Headsets
Pro/ENGINEER
Courseware
REVIEW PAST ORDERS
View Past Orders
Enter Order Number:

Email Address:
Billing Information
Full Name:
Company Name:
Address:

City:
Province/State:
Postal/ZIP:
Country:
Email:
Phone:
Fax:

Shipping Information
Full Name:
Company Name:
Address:

City:
Province/State:
Postal/ZIP:
Country:
Email:
Phone:
Fax:

| Item Number | Product | Price | Quantity | Amount |
|------------------------|---|---------|----------------------|----------------|
| AS-3MX10F-10-KT | Autodesk® 3ds Max® Design 2010 Fundamentals 1.0 | \$20.69 | 1 | \$20.69 |
| | | | Subtotal: | \$20.69 |
| | | | Shipping & Handling: | \$7.04 |
| | | | Taxes: | \$3.60 |
| Pricing in USD. | | | Total: | \$31.33 |

Redeem a promotional code
Only one promotional code can be used per order.
Enter code:

Promo Code Field