



Book Order Options and Shipping Policy for Instructors and Franchisees

>>>>Effective January 1, 2015

Order Methods:

- **Online (instructor only)** – You must have an Enform online account (www.enform.ca) and pay by credit card.
- **Email** - customerservice@enform.ca your order, with address, preferred shipping method, and payment details.
- **Call** - 1.800.667.5557
- **Walk in** - Counter Orders (order limit), no pre-ordering.

Order Fulfillment and Delivery/Pick-up:

All orders (except counter orders) require up to 3 days to process, plus additional shipping time (based on order delivery method).

Order Delivery - Ship to a specified address, freight charges apply. All orders will go via Canada Post unless otherwise requested.

- **Canada Post*** - trackable, less expensive freight charges apply.
- **Purolator*** - freight charges apply, based on weight, tracking number provided, we cannot courier to a box number.

*Delivery times are not guaranteed.

Order Pick-up – Avoid shipping charges.

- **Calgary** - You can arrange for a courier of your choice (other than the above) to pick up orders in Shipping, Calgary, (i.e. Greyhound, DHL) no freight charges.
- **Nisku** - Ship to Nisku for Pickup. Shipments are sent bi-weekly, call for details.

Counter Service or Pre-Packaged Class Materials Orders

Shipping is centralized out of Calgary; however, you can walk in and pick up commonly requested course materials only (in pre-set kit sizes, maximum quantity of 60) at both the Nisku and the Calgary campus (main desk), no freight charges, stock not guaranteed.

Counter orders of Franchise class materials must be placed in person, and only by an approved company representative or instructor (no couriers).

Payment Options:

Will depend upon ordering method, however we do accept MasterCard, Visa, American Express, debit, cash, money order and charges on established credit accounts are accepted at both the Nisku and Calgary campus.

We are open Monday through Friday from 8:00 am to 4:30 pm. Closed for all statutory holidays.





The Safety Association for Canada's
Upstream Oil and Gas Industry

Pick-Up Locations

Calgary Office

5055 – 11th Street NE
Calgary, Alberta
Canada T2E 8N4
Phone: 403.516.8000
Toll Free: 1.800.667.5557

Nisku Office

1020 - 20th Avenue
Nisku, Alberta
Canada T9E 7Z6
Phone: 780.955.7770
Toll Free: 1.800.667.5557

MATERIALS AVAILABLE FOR PICK-UP

Class Materials:

- Detection and Control of Flammable Substances (kit of 10)
- Fall Protection for Rig Workers (kit of 15)
- Fall Rescue for Rig Work (kit of 12)
- H₂S Alive® (kit of 20)
- Oilfield Driver Awareness (kit of 10)
- Level 1 Chainsaw Basics (kit of 8)
- Oilfield Hauler Course (Kit of 10)

- CAODC Competency Manuals – 3 levels
- Petroleum Safety Training (kit of 10)

Other Materials:

- Student Data Sheets
- Attendance and Exam Forms
- Return Envelopes
- Mailing Labels

Refund Policy:

Please confirm your order is complete and correct within 3 business days of receipt. Refunds or replacements will not be considered after this time. Materials damaged during shipping or after receipt will be replaced at no cost. Enform cannot guarantee receipt date.

Your safety is our business

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Calgary
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Saskatchewan

www.enform.ca

