



## BOOK ORDER OPTIONS AND SHIPPING POLICY FOR AUTHORIZED TRAINING PROVIDERS

Effective January 1, 2016/Updated September 20, 2018

### Order Methods:

- Online (ATP Representatives) - You must have an online account and pay by credit card.
- Email - CustomerService@EnergySafetyCanada.com 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 freight charges.

- Calgary - You can arrange for a courier of your choice to pick up orders in Shipping, Calgary, (i.e. Greyhound, DHL).

*Note: Shipping is closed from 12:00 PM- 1:00 PM daily for lunch.*

- Nisku - Ship to Nisku for Pickup. Shipments are sent 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 3 boxes) at both the Nisku and the Calgary campus (main desk), no freight charges, stock is not guaranteed.

Counter orders of licensed class materials must be placed in person, and only by an Authorized Training Provider Representative (no couriers).



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### 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.

### Pick-Up Locations

Calgary Office  
5055 11 Street NE  
Calgary, AB T2E 8N4  
Phone: 403 516 8000  
Toll Free: 1 800 667 5557

Nisku Office  
1803 11 Street  
Nisku, AB T9E 1A8  
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)

#### Other Materials:

- Attendance and Completion Forms

### 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 will be replaced at no cost. Energy Safety Canada cannot guarantee rec