



## Smart Serve Ontario

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# Guidelines to Exchange Smart Serve Training Program

To receive your free copy of the updated program, please follow all instructions carefully when completing the order form on the reverse side.

- All material being returned must have a completed EXCHANGE ORDER FORM (see reverse side), or visit [www.smartserve.ca](http://www.smartserve.ca) and go directly to the Exchange Program to download a copy of the form.
- In order to receive a free exchange on all the unused workbooks (books that still have the original test), we must receive the old VHS tape with the unused workbooks.
- If you have misplaced your VHS tape (and we have a record of the original purchase) you may purchase the new DVD at reduced cost of \$75.00 (regular price \$140.61, both prices include taxes. This price will be in effect until April 30, 2009 only. Regular prices will apply after that date.
- The old material is no longer compatible with the new version and cannot be used as a unit for teaching purposes. The test questions are now based on the information from the new program.
- All returns will be verified by Smart Serve.
- All materials need to be returned directly to the Smart Serve office at the above address.
- The sender is responsible only for the cost of shipping the old material to Smart Serve Ontario.
- **C.O.D. orders will not be accepted.**
- We are not responsible for any shipments that do not reach our office.

For more information see the FAQ Section of this newsletter or go to the Exchange Program tab on our website at [www.smartserve.ca](http://www.smartserve.ca).

If you wish to place a new order or purchase additional material, you may use our Regular Order Form, or place the order directly online at [www.smartserve.ca](http://www.smartserve.ca).

# FREE EXCHANGE OF THE TRAINING PROGRAM IS NOW AVAILABLE

This EXCHANGE FORM **must** be returned with your material to the address on the reverse side.

All returns are subject to verification of ownership. This exchange does not apply to any workbooks that were purchased without tests. For full instructions see the reverse side.

In this area only provide the company name and Liquor Licence Number under which the Training Video/Certification Kits were purchased. **PRINT CLEARLY**

Liquor Licence # (if applicable) \_\_\_\_\_ Company Name \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_

No video is being returned at this time. I understand that in order to qualify for the free exchange of workbooks, a copy of the new DVD must be purchased at a reduced cost of \$75.00

COST  
\$75.00

Indicate the number of units being returned →

VHS Videos

\$0.00

Unused workbooks with tests

\$0.00

Total cost of exchange

\$

**If charges apply, payment must accompany the order.**

This offer is valid until April 30<sup>th</sup>, 2009.

Office Use

VP

CK

TP

TR

UTD

QE

**PAYMENT METHOD** Cheques are payable to **Smart Serve Ontario**

CHEQUE  AMEX  MASTERCARD  VISA

Card Number : \_\_\_\_\_ Exp: \_\_\_\_\_

Name on Card : \_\_\_\_\_

Signature: \_\_\_\_\_

**DELIVER TO** Liquor Licence Number: \_\_\_\_\_

Organization Name: \_\_\_\_\_

Contact: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Suite: \_\_\_\_\_

City: \_\_\_\_\_ Prov. \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Date: \_\_\_\_\_