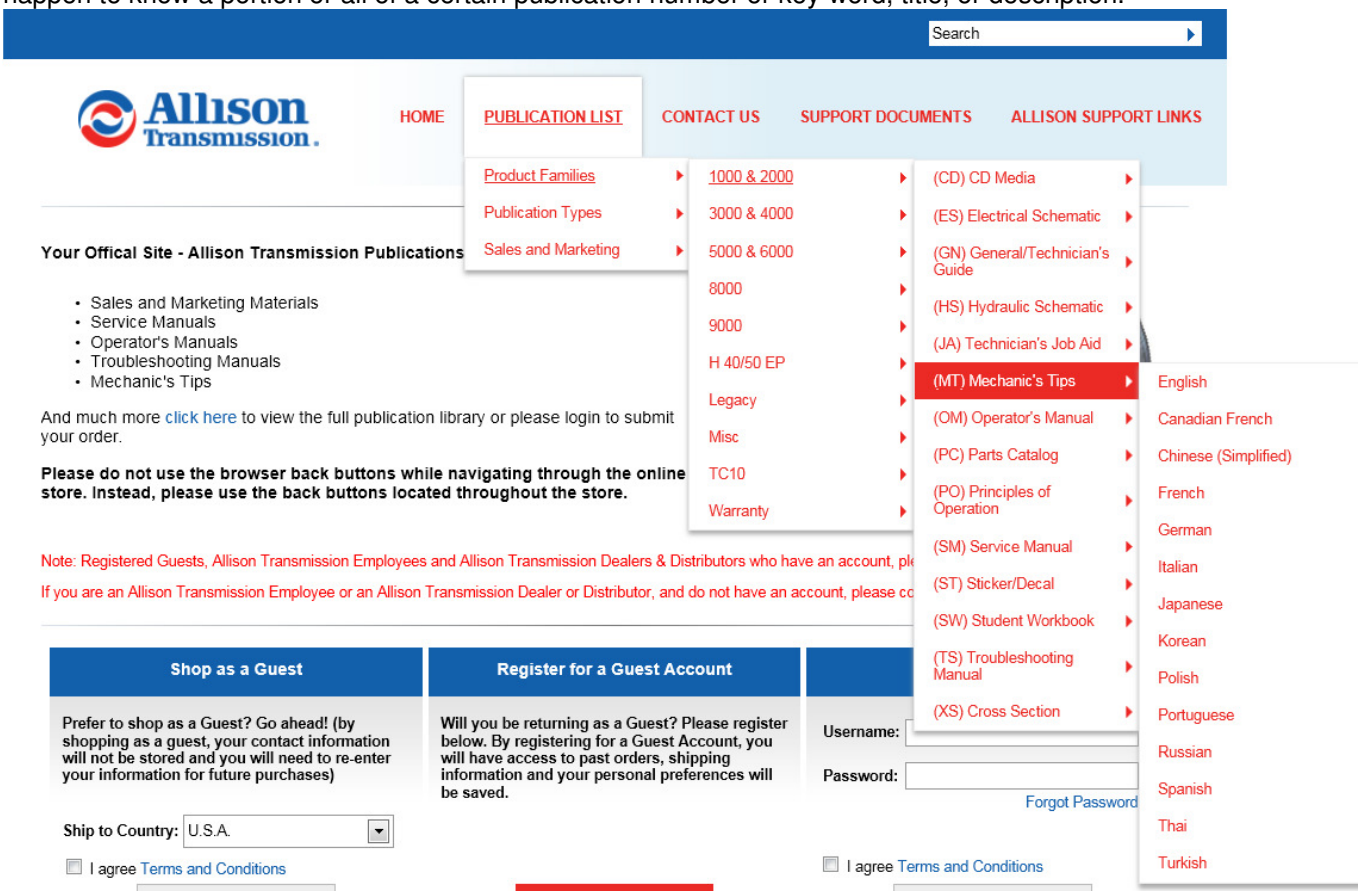
Allison Transmission Publications Site FAQs

Where do I go for Customer Service support?

We have a dedicated Allison Publications support team trained specifically for Allison Transmission publications questions. They're there to assist with account setups, online ordering issues, and general inquiries. You can contact our support team, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. EST, by emailing allisontransmission@gilmore.ca, or by calling 1-800-795-6661 (North America only), or +1-613-599-6065 and ask to speak to someone from the Allison Publications support team.

I'm in the site - how do I find my required publication?

You may search for publications based on product families, publication type, and language. You must select either product family or publication type to begin your search. You will then see available publications appear including available translations. A search box is provided for wild-card searches if you happen to know a portion or all of a certain publication number or key-word, title, or description.



Is it possible to rush an order for urgent delivery?

Whenever possible the Allison Publications support team will accommodate rush requests. Please include a note about your rush request in the 'special instructions' section displayed on the Shipping Details Page. Please be as specific as possible regarding your needs of expedited delivery.

Additionally, we recommend you also follow up with the Allison Publications support team through email (allisontransmission@gilmore.ca). Please include your order confirmation or your order reference number in your email. The support team will confirm whether the rush request is possible.

How do I know if my order has shipped and where can I find my tracking number?

When your order ships, you will receive a shipping confirmation e-mail which will contain your tracking number. Alternatively, you can confirm your order's status through the Allison Publications support team.

How will purchases appear on my credit card statement?

All purchases processed through the store will appear as GILMORE US on your statement.

Can I cancel my order?

If you need to cancel your order, please contact the Allison Publications support team as soon as possible. They will be able to confirm if your order has already shipped. If it has already shipped, they are not able to cancel the order. If your order is still in the warehouse, they will gladly cancel the order for you.

What are the benefits to ordering an eBook?

The Allison Transmission eBooks are not your standard eBooks. Our eBooks are loaded with features to enhance our User's experience.
By selecting eBooks not only will you be doing your part to support the environment by reducing the carbon footprint you will be saving money by avoiding shipping charges. You will enjoy immediate access to your publication including remote access on your PC, Apple, Kindle or Android device.

Other cool feature of the application includes the ability to highlight content, share notes and collaborate with other users.

What can I expect after I purchase my eBook?

• You will be emailed getting started instructions along with a redemption code to access your publication.
• Never expires - Once your eBook is redeemed, it will always remain in your library
• Access anywhere & anytime.

Immediate Access to Content: Your Allison Transmission eBook can be accessed as follows. Because our technology is cloud based your content will automatically synchronise across all platforms.

1. Desktop Version:
    • Works on Windows and Mac operating systems
    • Limit of 2 workstations
    • Notes saved on workstation

2. Online Version:
    • Access your eBook anywhere
    • IE / Safari / FireFox / Chrome

3. Apple Mobile Device, Android Device, and Kindle Fire:

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Your eBook will include the following features:

- Ability to search key words within your eBook
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- Ability to make Notes and Highlights
- Collaboration – sharing of notes & tips with other users