



Allison Transmission Publications Site FAQs

Where do I go for Customer Service support?

If you require assistance please contact the Allison Transmission Publications customer service team at allisontransmissionpublications@gilmore.ca or by calling Toll-free 1.800.795.6661 or 1-844-829-3595 . (Toll +01 613.599.6065). Our offices are open Monday through Friday 8:00 a.m. to 5:00 p.m. Eastern Time where we have a dedicated Allison Publications support team trained specifically for Allison Transmission Publications questions. Our Publications Support Team can assist with account setup, online ordering, and general inquiries.

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

You can search for publications based on product families, publication type, and language.

A search box is provided to allow you to enter publication part number, key-word, title, or description for search, or you can search the browse by menu by Product Families, Publication Types or Sales and Marketing categories.

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 and 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 to allisontransmission@gilmore.ca in case alternate arrangement need to be made and to confirm the request is possible. Please include your order confirmation or your order reference number in your email.

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

When an order ships, a shipping confirmation e-mail which will contain your tracking

Number will be sent to the email addresses provided. 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?

Our eBooks are bursting with useful functionality to enhance your eBook experience. They differ from PDF documents in many ways and special features include the ability to:

- highlight content,
- share notes and
- collaborate with other users
- search key words within your eBook
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What can I expect after I purchase my eBook?

Getting Started Instructions will be emailed to the email address provided, along with a redemption code to access your publication. Once your eBook code is redeemed, the eBook will always remain in your library allowing you to access your eBooks anywhere and anytime.

Enjoy immediate Access to Content:

Your Allison Transmission eBook can be accessed as follows.

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- Works on Windows and Mac operating systems
- Limit of 2 workstations

Online Access:

- Access your eBook anywhere
- IE / Safari / FireFox / Chrome

Device Information:

- Apple iOS Mobile Device (iPad/iPhone/iTouch),
- Android Mobile Devices,
- Kindle Fire

Our technology is cloud based so your content will automatically synchronise across all platforms.