



Welcome Heart & Stroke Resuscitation Customers!

Gilmore Global is a world leader in manufacturing and distribution services. The Heart & Stroke Foundation (HSF) has selected Gilmore Global as the preferred vendor to manage the fulfillment, distribution, and financial transactions for Heart & Stroke Resuscitation materials.

You can now purchase all Heart & Stroke Resuscitation materials online at:

<https://resuscitation.heartandstroke.ca> through the "Shop" link at the bottom of the page.

For eBook Orders:

eBooks are delivered electronically, and you can assign the content to yourself (or your students) right away via the "Distribute Digital Content" link in your shipping confirmation. Alternatively, you can manage the same through your account under "License Codes" in the Menu.

For Printed Manuals:

- Choose from a variety of shipping methods to find the most cost-effective option based on your required delivery date.
- All orders ship within 24 hours of payment.
- Tracking information is automatically provided when the order ships.
- Your purchase history is automatically saved in your account.
- You can maintain an address book of delivery locations for easier ordering.

Customer Support:

We have a dedicated bilingual team of Customer Service representatives trained specifically for Heart & Stroke Resuscitation materials. Our team is here to assist with account setup, online ordering issues, and general inquiries.

Our support team is available Monday to Friday, from 8:00 a.m. to 5:00 p.m. EST.

Contact us via email at HSFDistribution@gilmore.ca, call us at 1-844-514-1119, or use our live chat service.



Getting Started:

To create an online account for purchases via credit card, please visit the portal at <https://resuscitation.heartandstroke.ca> and click on the "Shop" link. You can shop as a guest or create your account.

Payment Methods:

- All major credit cards are accepted.
- PayPal is supported.
- Purchase Orders:
If you prefer to be invoiced, please request and complete a copy of our credit application and payment agreement. Contact us at HSFDistribution@gilmore.ca to begin the process. All purchases will be invoiced monthly, with NET 30-day payment terms.

Tax Exemption Certificates:

GST/HST in Canada is based on the delivery location of the product. Canada's value-added taxes (GST/HST) have limited exemptions, and registrants are responsible for recording recoverables and payables, then remitting the net tax to the appropriate authority.

For more information, please visit:

<https://www.canada.ca/en/revenue-agency/services/tax/businesses/topics/sole-proprietorships-partnerships/business-expenses.html>