

IIAR FAQ

General Questions:

Q. How do I purchase publications?

A. Gilmore Global is a third-party distributor for IIAR Publications. To order publications, you must go to <https://www.iiar.org/> and select ‘Store’ and tab to ‘Purchase Standards, Industry Books, Posters’. Here it will ask you to log in or create an account. If you are an IIAR member, you will use your IIAR login credentials. Creating an account will create a standard account with non-member pricing. Creating an account does not mean you have joined IIAR as a member. IIAR Standards and Industry books are available for purchase as printed hardcopy books or as eBooks. The option to choose between eBook and hardcopy can be located when selecting ‘Buying Options’. **Note that IIAR members** have free access to *electronic* versions of current standards, and older versions of standards and bulletins. Please see “Q. I am an IIAR member. How do I access/activate the electronic versions of the standards?”

Q. How do I get member pricing?

A. To become a member, you must go to the IIAR website <https://www.iiar.org/> and select ‘Join IIAR’, then scroll down to the bottom of the page and select ‘Click here to join’. If you have any questions about your eligibility, please reach out to IIAR directly via email at membership@iiar.org . **Note that IIAR members** have free access to electronic versions of current standards, and older versions of standards and bulletins. Please see “ Q. I am an IIAR member. How do I access/activate the electronic versions of the standards?”

Q. What countries is Gilmore Global registered to collect taxes in?

A. Gilmore Global is registered to collect taxes in the United States, Canada, United Kingdom and Japan (as of May 1st 2023).

Purchase by Purchase Order or Direct billing:

Q. Can I pay by purchase order or direct billing?

A. Yes. To set up payment terms, you must first contact Gilmore Global via email at iiar@gilmoreglobal.com . You will be provided with a payment agreement form and credit application form. Once the provided forms have been completed, signed, and returned to us, we will expedite the request. Subsequently, the option to pay by manual purchase order will be available when checking out.

Q: If I have established a payment agreement with Gilmore Global, am I able to also pay by credit card?

A. Yes. In the "Gilmore Global Payment Method" field, first select "other" and then enter "Credit Card".

Q. How do I pay my invoice if purchased via Purchase Order?

A. Preferred method of payment is selected in the Payment Agreement form, once the method is selected this will be set as your default preferred payment method.

Q. If I opt to pay by manual purchase order, how would I receive my invoices?

A. Invoices for Purchase Orders are sent via email in PDF format 10 business days after the month end. For example, if you have placed an order on January 4th, your invoice will be sent to you via email in February, 10 business days after month end.

Q. How do I select PO when making a purchase?

A. If a payment agreement has been established with Gilmore Global, once you get to the payment screen, select PO. Here is where you can enter the PO number that you would like to be referenced on the invoice. Once the checkout process is completed, material will be provided once the order has been placed.

Q. What currencies are available on the eStore?

A. IIR material is only available for purchase in USD currency.

Q. What is the Refund Policy on eBooks or print material?

A. Printed materials must be sent back to us within 30 days of purchase, the customer is responsible for covering shipping cost to return the book, the materials must be returned unopened/undamaged and in original shrink-wrapped packaging. Once the print material is received by the Gilmore Global team, it will be inspected for damage. If the material is undamaged, a refund will be issued within 3-5 business days post inspection. For cancellation requests on digital/eBook content, the request must be made within 30 days of purchase, the license codes must be unredeemed/unused and if part of a bundle all licenses must be unredeemed/unused to qualify for cancellation. There is a \$2.00 cancellation fee per unredeemed eBook license codes.

Q. If we receive a refund for a cancellation, will we see a line item for the refund on our billing statement? Or will it just be listed as a separate amount?

A. If a refund is requested on an order that was placed by credit card, the amount is reversed directly back to the credit card that was used to place the order. If the order was purchased by PO, a credit memo is provided on the account.

Q. How/where do I request a refund?

A. Refund requests can be made by contacting us via email at iiar@gilmoreglobal.com. Please send us the order number you wish to have refunded and we will be able to further investigate. Please note for digital/eBook returns there is also a \$2.00 cancellation fee per unredeemed license code.

Q. What if I redeemed the code but I don't require the eBook anymore?

A. Once a code has been redeemed, the order no longer qualifies for a refund.

Q. How long does a refund take to appear back on my CC?

A. Refunds take up to 3-5 business days after we have confirmed the completion of the cancellation. We will provide a refund receipt if the order was paid by Credit Card and a Credit Memo if placed by purchase order.

Q. How long do I have access to the material?

A. Online access is available for 7 years, and offline access is perpetual with the download of the offline bookshelf application.

Q. Can I download the eBook as a PDF?

A. Digital content/eBooks are not available as PDF. You may print 2 pages at a time but there will be a watermark on the pages due to copyright.

Q. How do I exchange my material if I accidentally purchased the incorrect book.

A. We are unable to provide exchanges for our materials. The order must first be cancelled (if eligible for cancellation) and a new order will need to be placed by the customer for the correct material. If the material is a printed version, the book will need to be sent back to our offices for evaluation where we will determine if a refund is applicable.

Q. What is a MemberKit?

A. A member kit contains eReader access to all IIAR Standards (most up to date and older versions) via the VitalSource ereader platform in eBook format. It may only be accessed online via the VitalSource/eVantage website or offline with the download of the offline application. The memberkit option is available through purchase of IIAR membership. To inquire about this option, please reach out to IIAR directly via email at membership@iiar.org.

Q: I am an IIAR member. How do I access/activate my member kit library?

A: After signing up for membership with IIAR, you will be receiving (or will have received) an email from IIAR with subject line "Bookshelf login information" which provides instructions on where to login as well as login credentials. The email sent will read similar to:

Email from:

IIAR Do.Not.Reply@vitalsource.com via sendgrid.net

Email content:

IIAR has chosen Bookshelf as its digital content platform, and a new account has been created for you. To access your account, log in to <http://online.vitalsource.com> using your IIAR username and password. Once signed in, you'll be prompted to set a security question and a new password for the vitalsource/Evantatage website.

To activate your member kit/IIAR library, which contains the standards, you will need to login to the VitalSource/Evantage website (evantage.gilmoreglobal.com) with the email address used for your IIAR membership, as described in the email.

Please ensure you are checking the junk/spam folder as automated emails might be sent there. If you are using a company/business email, please inquire with your IT department as they might also have the email blocked for security purposes.

If you have joined IIAR and have not received the instructions via email, please reach out to our support team for further assistance.

Support email: iiar@gilmoreglobal.com

Support phone: 613.592.2944

Note that IIAR/Gilmore Global relays new member information to vitalsource on a monthly basis, and thus access to the member kit might be delayed. If you need information immediately, please contact IIAR headquarters at info@iiar.org.

Please ensure you are checking the junk/spam folder as automated emails tend to get sent there. If you are using a company/business email, please inquire with your IT department as they may also have the email blocked for security purposes.

If you have signed up for the member kit and have not received the instructions via email, please reach out to our support team for further assistance.

Support email: iiar@gilmoreglobal.com

Q. How can I reach out to Gilmore Global regarding further questions?

A. You can email us at iiar@gilmoreglobal.com as well as using the chat function when you login to the eStore.