

**Ministry of Agriculture, Food and Rural Affairs  
Products Order Form**

<b>Name:</b>		
<b>Mailing Address:</b>		
<b>City/Town:</b>	<b>Province:</b>	<b>Postal Code:</b>
<b>Phone:</b>	<b>Fax:</b>	
<b>Courier address (if different from above)</b>		
<b>E-mail Address (Provide only if you would like to receive regular electronic updates on OMAFRA products)</b>		
<p>The collection of personal information on this form is necessary to fill your order to the Ministry of Agriculture, Food and Rural Affairs. Supplying publications is an activity carried out under the authority of the Ministry of Agriculture, Food and Rural Affairs Act, RSO 1990, c M.16. Your information will be used to receive payment and ship the products you ordered. Your e-mail address, if provided, will be used to send you regular updates on OMAFRA products.</p> <p><b>Personal Information Protection and Electronic Document Act Notice and Consent Form:</b> Resolve Corporation is a distribution warehouse contracted to ship Ontario Government publications and maintain a database for inventory. Your name, mail and courier addresses, phone, fax and the items ordered will be provided to Resolve Corporation to ship your order. I, _____, have read the forgoing and understand the content. By accepting, I consent to the collection, use and disclosure of the information to Resolve Corporation, as set out in this form.</p>		

**TO ORDER**

 by **PHONE:** toll-free 1-888-466-2372 or (519) 826-3700

 by **FAX:** (519) 826-3633

 by **E-MAIL:** [products@omafra.gov.on.ca](mailto:products@omafra.gov.on.ca)

 by **MAIL:** ServiceOntario, Ground Floor, 1 Stone Road West, Guelph, ON N1G 4Y2

Order #	Complete Title	Qty	Price	Total
<b>Dollar Value</b>			<b>Subtotal (1)</b>	
Volume discounts are available to clients based on dollar value of purchase, see below			Discounts	
			<b>Subtotal (2)</b>	
Add shipping and handling charges based on the dollar value of purchase, see below			Shipping/Handling	
Add an additional \$10.00 for Rush Orders (next business day delivery; remote locations add two business days)			Rush Order Fee	
			<b>Subtotal (3)</b>	
For all Canadian orders or provide GST exemption # _____			GST (6%)	
Ontario residents, add PST to on-line catalogue items marked with an asterisk (*)			PST (8%)	
			<b>TOTAL</b>	

<input type="checkbox"/> Cheque (payable to Minister of Finance) <input type="checkbox"/> Cash <input type="checkbox"/> Debit <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> AMEX			
Card # :			Expiry:
Card Holders Name:		Signature:	
<b>OMAFRA Use only</b>	Date:	Processed by:	
Authorization/Cheque #		Warehouse Dealer/Rep#:	

## OMAFRA Distribution Policy

### Return Policy on Priced Items

All orders are refundable providing they are accompanied by the receipt, are in a saleable condition (determined by OMAFRA) and are of a current edition. The client pays the return shipping charges.

- Orders under \$99.99 are refundable within 10 days of purchase.
- Orders over \$100.00 are refundable within 90 days of purchase.
- Videos and software must be unopened to be returned.
- Full credit, based on the retail value of each item at the time of shipment less the volume discount (if applicable) and a \$3.00 per item re-stocking fee will be charged at time of refund.

### Back Orders

In the event the item(s) you ordered are out-of-stock, you will be notified to reorder at a later date.

### Volume Discounts

Volume discounts are available to clients. The volume discount is as follows:

Sales Order <small>(before taxes)</small>	Volume Discount
\$100 - \$499	20%
\$500 - \$1,499	25%
\$1,500 - \$4,999	30%

### Order Policy - Free Resources

- The supply of free resources is limited; therefore, it is necessary to limit orders.
- Ontario clients may order a maximum of 50 copies per title.
- Out-of-Province clients may order a maximum of 10 copies per title.
- If you require free resources in quantities greater than the maximum listed above, please contact ServiceOntario\*
- Shipping & handling charges apply.

### Order Policy - Publications for Purchase

- Prices of publications for purchase are subject to change without notice.
- No quantity restrictions apply.
- Clients ordering paid publications may be eligible for volume discounts.
- Shipping & handling charges apply.

### Shipping & Handling Charges

Charges for postage, shipping and handling vary depending on the dollar value of purchase as follows:

Dollar Value Of Purchase	Ontario	Rest of Canada	U.S.A	International
\$0.00 - \$5	\$2.25	\$2.75	\$4.50	\$6.00
\$5.01 - \$10	\$2.50	\$3.00	\$4.75	\$7.00
\$10.01 - \$15	\$3.00	\$4.00	\$5.50	\$8.00
\$15.01 - \$25	\$3.50	\$5.00	\$6.50	\$9.00
\$25.01 - \$35	\$4.50	\$6.00	\$8.00	\$10.00
\$35.01 - \$50	\$5.00	\$7.00	\$9.50	\$12.00
\$50.01 - \$75	\$5.40	\$8.00	\$10.50	\$13.00
\$75.01 - \$100	\$7.00	\$9.00	\$13.00	\$16.00
\$100.01 - \$125	\$8.00	\$11.00	\$15.00	\$18.00
\$125.01 - \$150	\$9.00	\$13.00	\$17.00	\$21.00
\$150.01 - \$200	\$10.50	\$14.00	\$20.00	\$25.00
\$200.01 or more	6%	8%	12%	16%

### Rush Orders

Regular delivery takes three (3) to five (5) business days. Additional charges for a **rush order**, for next business day delivery, are \$10.00, plus shipping and handling charges and applicable taxes. Please add two (2) business days for delivery to remote locations.

\*ServiceOntario, Client Services Advisor, at 1-888-466-2372 within Ontario, 519-826-3700 outside Ontario, by e-mail at [products@omafra.gov.on.ca](mailto:products@omafra.gov.on.ca) or by mail to ServiceOntario, Ground Floor, 1 Stone Road, West, Guelph, ON N1G 4Y2.