

Activation Ticket Refund Request

Date of Request: (MM/DD/YY)

Information provided on this form must match the SMART Program account holder information on file to be approved for a refund. Please ensure your account information is up to date.

Complete this form and email to activation.tickets@aglc.ca. Instructions where to find activation ticket information on your account are on the next page of this form. Due to volume, it may take up to six weeks to process a refund.

At this time, AGLC will issue refunds by cheque.

Credit card refunds are only available if all the purchasing credit card details at the time of purchase are still valid.

Name (Last, First)	Date Of Birth (MM/DD/YY)	Registration Number	
Mailing Address	City/Town	Province	Postal Code
Email Address	Telephone Number		

Please enter the information for each order number.

Activation Ticket Order Information			
<input type="checkbox"/> ProServe	<input type="checkbox"/> SellSafe	Number of Unused Activation Tickets	
Order Number	Invoice Number	Purchase Date (MM/DD/YY)	Amount For Refund

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Activation Tickets purchased on behalf of a company, organization or third-party for its use and distribution are the **responsibility of the account holder to return any reimbursements in accordance with any third-party agreement or make any activation ticket codes available for redemption before the current platform is decommissioned.** AGLC's SMART Programs cannot provide refund payments or disclose account or transaction information to third parties as per the program's Privacy Statement and is protected by the Freedom of Information and Protection of Privacy Act. (FOIP).

Signature	Total Amount For Refund
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INSTRUCTIONS

To access your account if you forgot your password:

- Select **Sign In - Forgot Your Password**
- Follow the instructions for the **Password Reminder**. A validation code will be emailed to you to retrieve your password.

To view your number of unused activation tickets and codes:

- Sign into your SMART programs account. Click on the ProServe or SellSafe program logo.
- Select **Program Options – Activation Tickets**
- The number of unused Activation tickets is the number of Tickets minus the Activated number
Example: Tickets 100 - Activated 80 = Unused 20
- Click on the **View** button. Scroll down to Unused Tickets to view available ticket codes.
- Ensure all documentation required by your organization is saved outside of the current application and accessible to designated parties before the redemption deadline.

To view your order number details:

- Sign into your SMART programs account. Click on the ProServe or SellSafe program logo.
- Select **My Account – Order History**
- Click on an order number to view the order details

PROTECTION OF PRIVACY

The information provided on and with this refund form is collected under the authority of the Gaming, Liquor and Cannabis Act and section 33(a) and (c) of the *Freedom of Information and Protection of Privacy Act* (FOIP). It will be used to administer AGLC's SMART Training programs and processes. Your personal information is protected by the FOIP Act and can be reviewed on request.

If you have any questions, please email SMART programs at info@smartprograms.aglc.ca.

For Office Use Only / Refund Approval		
Account Information Confirmed <input type="checkbox"/> Yes <input type="checkbox"/> No	Purchase and Refund Amount Confirmed <input type="checkbox"/> Yes <input type="checkbox"/> No	
Approved By	Approval Date (MM/DD/YY)	Amount For Refund

SMART Programs Contact Information		
50 Corriveau Avenue St. Albert, Alberta T8N 3T5	Phone Toll-Free : 1-877-436-6336 Fax: 780-651-7626	Website: smartprograms.aglc.ca Email: activation.tickets@aglc.ca