



Where to Find us

- Go to www.adhesivetemplates.ca
- Most log in issues are because customers accidentally land on www.adhesivetemplates.com, which is our American website....it looks almost identical but your log in credentials don't work there.
- All orders must be placed via website, and paid at time of ordering by credit card or Paypal.
- We can be reached at info@adhesivetemplates.ca or 888-999-5039, we'd be glad to help!
- Feel free to email us if you can't find a template you need, and we can get it developed asap!

To Register on our Site

- Click on "Register" at the top right-hand corner of screen.
- Click on "Canada"
- Type in your Company Name.
- Click on the area your shop is in Canada.
- Add in your name, phone number, and email.
- Add in your own password.
- Add in all the Billing Address information.
- Uncheck "Same as Billing" if you want your shipping address to be different, and fill in accordingly.
- Click "Register".
- You should then see a "Congratulations! You've successfully registered..." Screen, and then receive an email confirming registration information.

To Log in to our Site

- Click on the "Log in" at the top right-hand corner of screen.
- Type in your email and password and then "Log-in".

***If you forget your password, click on the "Forgot your password" link, enter your email, and you will receive an email with your password.

***If you would like changes to any information on your billing or shipping addresses, please contact us at info@adhesivetemplates.ca and we will be happy to update for you.

***Please note that our cut-off time for same day Canada Post shipping of available templates is 2:00 pm CST.

General Site Navigation

Contact US

- This is where you can find our business hours, address, email, phone, and a Contact Form.

FAQ

- Here are some general questions and answers. Please note, under FAQ #1 “How do I use an Adhesive Template (demo videos)?”, the first choice “How to use Adhesive Templates” is a link to a video showing all the steps to using Adhesive Templates. Ensure to share that link with all techs involved!

Supplies

- Here you can find starter kits and adhesive remover.
- We recommend all new customers to get a Professional Start Up Kit, as it has what you need to help use Adhesive Templates.

***All supplies will have shipping charges applied at checkout.

Template Search

- You can search for you Templates either in the Templates tab or the Home tab.
- There are two available searches...Year Make Model and OEM Part Number Search.
- Our part numbers are the same as the OEM nameplate part number, just with an “-AT” added to the end of it.
- We recommend verifying with your dealer using the vehicle’s VIN to get the most accurate nameplate part number, and use the “OEM Part Number Search” field. Not having the accurate part number is the most common ordering issue.
- You can also use the Year Make Model Search. Please understand that we do our best, but pictures may not be fully accurate.
- When you find the Template you need, you will notice that each will have an identifier of either Green “Ready to Ship”, Blue “Template not yet ready. Delivery times may vary.”, or Red “Not Recommended for re-use.”
- Green – we have this template in stock and is ready to ship.
- Blue – we will need additional time to have this ready to ship, and will email you an eta shortly after ordering.
- Red – this nameplate should not be retaped, either because its bolted on, clipped in only, or it’s a soft plastic style nameplate that requires a different adhesive.

Template Ordering

- Once you find the template you need, click on the “Add” button, and this will take you to your cart. You can add a PO in the comment field or change quantity. Make sure to click on “Update” to save the changes you made.
- You can click on “Continue Shopping” to add more templates to your order or continue to payment by clicking on “Checkout”.
- Once you click on “Checkout”, it takes you to a screen with some additional warnings, and you need to click on the green check mark to continue.
- Next is the Billing and Shipping screen. You can click on “Edit Address” at the bottom to make changes, or add comments into the “Comment” field. You can click on “View Cart” to go back a step.
- Click on “Continue” to get to the payment screen.
- On the payment screen you can see your order, any shipping charges for supplies, and taxes.
- You can click either on the “Stripe” (credit cards) or the “Paypal” icon to pay for your templates, and enter in your information accordingly. Please double check your info, as minor typing errors is the main reason as to why payments get denied. You will get a red error notice if payment is denied by the credit card company.
- Once your payment goes through, you will get a “Order Confirmation” screen, and an email to your log-in email address with a copy of the invoice.
- Orders received by 2:00 pm CST will ship the same day.

***There are no shipping charges for templates. All templates are shipped via Canada Post Xpresspost as part of your order. Canada Post tracking info will be emailed to the email on file. If you aren't receiving the tracking email, please notify us and we will get it sorted out asap for you.

***Please use the Contact Us form or email info@adhesivetemplates.ca if you would like any permanent changes to your shipping or billing addresses. This way you don't need to retype it in every time.

Returns

- Returns are easy, just send us an email to let us know and send them back via regular mail to us. We will credit your method of original payment right away!
- If you are not satisfied in any way, please let us know. We truly aim to be a quality supplier, and will do our best to correct any problems as soon as possible!