



# ST MICHAEL'S COLLEGE

## Bookpack Ordering Instructions

### Back to School 2019

The requirement lists for Stationery Packs are for **Years 8-12** and will be available through the online Book pack Order Process.

**ONLINE ORDERING: 19 OCTOBER TO 10 DECEMBER 2018**  
**DELIVERY BETWEEN: 9 Jan 2019 TO 23 Jan 2019**

The prices shown on the booklist are for St Michael's College online orders only. Any purchases made directly through Symons will be charged **full retail price**.

**PLEASE ORDER CAREFULLY AS SYMONS DO NOT ACCEPT RETURNS FOR INCORRECT ORDERING**

#### **DELIVERY DETAILS:**

##### **❖ Option 1: HOME DELIVERY**

- ❖ Your order will be processed & home delivered to your chosen address between 9-23 January 2019.
- ❖ You are NOT expected to be home to accept your delivery.
- ❖ Your order will be delivered AT ANY TIME during the specified delivery period.
- ❖ Deliveries can be made to any address WITHIN YOUR SCHOOL AREA - home, work, PO Box, neighbour or relative.
- ❖ All orders must be paid in full by your order deadline date for deliveries to go ahead.

##### **❖ Option 2: COLLECT AT SYMONS EDUCATIONAL SUPPLIES**

- ❖ Your order will be processed and available for collection anytime after 9 January 2019.  
SHOP HOURS: MONDAY – FRIDAY 8:30AM TO 4:30PM  
SATURDAY 9:00AM TO 1:00PM
- ❖ All orders must be paid in full by your order deadline date for collection to go ahead.

#### **CHECKING YOUR ORDER:**

- ❖ PLEASE CHECK YOUR ORDERS AS SOON AS YOU RECEIVE THEM. YOU HAVE FOURTEEN (14) DAYS WITHIN WHICH TO REPORT ANY DAMAGED, MISSING OR INCORRECT ITEMS.
- ❖ ANY ITEM THAT WAS UNAVAILABLE AT THE TIME OF PACKING WILL BE BACKORDERED. A NOTE WILL BE ATTACHED TO YOUR RECEIPT. THESE ITEMS WILL BE DELIVERED TO THE SCHOOL FOR YOUR STUDENTS COLLECTION.

#### **RETURNS, QUERIES AND LATES:**

- ❖ **Returns:** Please choose carefully as Symons DO NOT accept returns for incorrect ordering or change of mind. Faulty/damaged items in transit will be fully refunded or replaced.
- ❖ **Queries:** If you have any queries regarding your order, please direct them via email to [info@symonsed.com.au](mailto:info@symonsed.com.au) as the phones become congested during January.
- ❖ **Lates:** Symons Educational supplies 127-129 Olympic Circuit SOUTHPORT has a RETAIL STORE OPEN HRS M – F 8:30am – 4:30pm SAT 9am – 1pm (Retail price ONLY)

## STEP BY STEP ONLINE ORDERING INSTRUCTIONS

- ❖ Go to [www.symonsed.com.au](http://www.symonsed.com.au)
- ❖ Click on School Order Button.
- ❖ Under the heading "Have you got your school code ready" Click on the green words.
- ❖ Enter your School logon code **STM01 (STMzero1)**.
- ❖ Enter Child's full name.
- ❖ Enter **DELIVERY** Address (Deliveries are made by Courier, or by Australia Post if to a PO Box)
- ❖ Enter a **DAY TIME** contact number (In case our processing department have any queries)
- ❖ Select your **2019** Year level ONLY; click **Save Details** to transfer to the booklist screen.
- ❖ **NOTE:** With some Year levels you have an option of clicking **full order**.
- ❖ **NOTE:** There is a standard qty column guide - please key the **QTY ONLY** you need for each line entry.
- ❖ Once satisfied with your selection click **Save Details**.
- ❖ Should you have additional students, click on **Next Student**, IF NOT click **Pay Now**. (**IMPORTANT NOTE:** If you have more than one student and do not want to process them at the same time you **MUST CLEAR YOUR BROWSER HISTORY** before starting the next student.)
- ❖ Click **Pay Now** to finalise the order and proceed to our **secure payment screen**.
- ❖ Click the type of **Credit/Debit card** you wish to pay with (EG: Visa, MasterCard or American Express)
- ❖ Fill in the **Credit/Debit card** details; click **Enter Payment**.
- ❖ An **Order reference number** will pop straight up on screen; a copy of the student's booklist order will be sent to the email address you included at the start.
- ❖ Please retain your **ORDER REFERENCE NUMBER** for any queries you may have.
  
- ❖ **VERY IMPORTANT:** Should you NOT RECEIVE a confirmation or see an Order Reference Number pop straight up, please contact Symons Educational Supplies by email [info@symonsed.com.au](mailto:info@symonsed.com.au), **as your order has not been received.**

**REMEMBER YOUR ORDER DEADLINE:**

**10 DECEMBER 2018**



**SYMONS EDUCATIONAL SUPPLIES**

127-129 OLYMPIC CIRCUIT

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