

# TRINITY LUTHERAN COLLEGE

## 2019 ORDERING INSTRUCTIONS

FOR A SUBJECT CHANGE REQUIREMENT PLEASE CONTACT THE UNIFORM/BOOKSHOP DIRECTLY ON 07 5556 8263

### ON-LINE ORDERING:

- ❖ Place your order from **26 October to 7 December 2018**, Pay by Visa/MasterCard/American Express. Your order will be processed and *home delivered between 9 January to 23 January 2019*.
- ❖ **PLEASE NOTE: Your children's packs may arrive on different days.**
- ❖ To use the internet ordering system, go to the [www.symonsed.com.au](http://www.symonsed.com.au).
- ❖ Your College logon code is **TRIO1** (TRIZero1)
- ❖ The prices shown on the booklist are for Trinity Lutheran College on-line orders only.
- ❖ Any purchases made directly through Symons (at 127 Olympic Circuit, Southport) will be charged full retail price.

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

### STEP BY STEP ORDERING INSTRUCTIONS:

- ❖ 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:** 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.**

### DELIVERY DETAILS:

- ❖ 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.

### 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.

### CHANGES, RETURNS AND QUERIES:

- ❖ **Changes:** Changes to your delivery address can ONLY be made up until your deadline date.
- ❖ **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.

**REMEMBER YOUR ORDER DEADLINE DATE:  
FRIDAY 7 DECEMBER 2018**



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