

## **Delivery Queries**

**How long does it take to pack and deliver my stationery?**

During December and January - packing lead time may be between 5-8 working days.

**What delivery options are there?**

Door to door courier

**How can I select Standard mail for delivery?**

Due to many complaints regarding standard mail due to inefficiencies at the post office we have unfortunately had to remove this as an option.

**Can I collect my order?**

No, as we are an on-line business we do not have a permanent premises for collection.

**What does each delivery option entail?**

Please note: All delivery times are from date of dispatch which excludes processing time.

Courier name, has a tracking number, is delivered to your door – No PO Boxes, someone must be able to sign for the parcel during the day and delivery is 1-3 working days after dispatch depending on your area. Delivery to main centres (JHB, PTA, DBN, CPT, George, PE), delivery is 24-48 hours. Delivery to outlying areas delivery is 48-72 hours.

**Where can I use my tracking number?**

Parcels can be tracked online once tracking number is received.

**Must I pay for courier twice if I make two different orders?**

If you have placed two orders at the same time and all the delivery details are the same we will send the two orders in one package.

## **Ordering queries**

**How do I place an order?**

Easy! Just press the link received via email "Choose my date!" Or respond via the text message received.

**When is the latest date for me to place my order?**

All orders need to be in by no later than 6 December.

**How do I know if my order has been received?**

Keep a look out for your SMS's!

## **Payment queries**

**What payment methods are there?**

Monthly membership fees are paid on-line credit/debit card payments, EFT or cash deposits. We do not operate on a COD basis.

**Where can I send the proof of payment?**

Just so long as you pay your monthly membership fees and use your account number correctly – we do not need the proof of payment.

**What happens if I use the wrong account number?**

Please let us know! We cannot match your membership fees unless you use the correct account number.

**Can I split a pack between two kids?**

Unfortunately we cannot split packs as we run off an automated system but we do have a few different packs to choose from.

## **Packaging Queries**

**What different kind of packages can I purchase?**

We have different options to suit your individual needs. Comprehensive box that has most stationery you will need per phase, essential box for when you only need the essentials and specific school list. You can also donate box as a gift box if you want to give a box to someone who needs it.