Lantern Newsletter - 18th November, 2016

Principal’s Message

Dear Families and Friends,

The Year 7 retreat was held at the Don Bosco Salesian Retreat Centre in Lysterfield on Monday 7th December. The theme this year reflected the scripture passage from 1 Kings 19:11-12

*The LORD said, “Go out and stand on the mountain in the presence of the LORD, for the LORD is about to pass by.” Then a great and powerful wind tore the mountains apart and shattered the rocks before the LORD, but the LORD was not in the wind. After the wind there was an earthquake, but the LORD was not in the earthquake. After the earthquake came a fire, but the LORD was not in the fire. And after the fire came a gentle whisper...*

In this passage God reveals himself to Elijah not in the noise and the rush but in the stillness and the quiet.

The Year 7 Retreat focussed on contemplative prayer with the theme: Silence, Stillness and Listening to God. Through meditation, mindfulness and pilgrimage, we still our body and mind to opening ourselves up to listening to God. The students entered into this through a number of workshops offered to them throughout the day.

We will be farewelling a number of staff at the end of the year: Casey Langsford, Teresa Ciorciari, Nick Williamson, Fiona McKenna, Clare Compton, Brad Denny, Fiona Hall and Travis Pearce. We will also be farewelling Julie Angus-Kiddle who is retiring from the College after 40 years of service. Presentation College has been richer for having these staff in our community and I wish them all the very best in their future endeavours and thank them for their contribution to the College.

We will be welcoming a number of new staff to the Presentation family next year and I look forward to you meeting them all.

I would also like to announce and congratulate Jessica Alger who has been appointed to the role of Director of Students and we welcome her onto the College Leadership team. Jessica was chosen from a number of highly experienced applicants. All members on the panel agreed that she outshone them all. Well done Jessica!

*Save the date for Music Festival 2017: Next year we will be returning to Hamer Hall for what I’m sure will be another “Spectacular, spectacular.” Please keep Tuesday 21 March free as I know what an important event this is for the College. It is a little later next year, however this will enable all rehearsals to be held in non-class time and minimise the disruption to learning and teaching. I am also pleased to announce that the College production for next year will be “Godspell”, we are still finalising dates and I will keep you posted.*
Principal’s Message (Continued)

In the last edition of the Lantern I wrote about a video made by the CEM for World Teachers Day; this features our students and students from two other schools. It now appears on our website home page. I encourage you to have a look at it.

Our new 2 week Step Up program for our senior students commenced this week. Students have been given a head start on VCE units with all subjects starting on the learning for their first outcome next year. We are very pleased to be offering a program which sets the tone for a productive and engaging start to the girls’ studies. This should also support both staff and students with the inevitable busyness of term 1 next year. Students in Years 7 to 9 will also be participating in a Step Up Program to enhance their learning for 2017.

We were disappointed to hear that we will not be participating in GSV in 2017 as the organisation is at capacity with 24 schools, which is an ideal number for competitions. Due to the number of applications it has received, GSV is putting together a future focus school group to develop a strategic plan which will look at scope, sequencing and size of membership. No schools have been admitted into GSV for 2017 and Presentation is at the top of the list of future applicants. We are hopeful to be participating in 2018.

This Friday, three staff and twelve students leave for India for just under 3 weeks. We wish Josie Diletoso, Natalie Tommasini and Sally Borrman and the girls all the best. We hope they have a safe and enjoyable trip and look forward to hearing all about it when they return.

Best wishes

Filina Virgato
Principal
Prayer: Prayer for Patience and Gentleness

Bestow on me, O Lord,  
a genial spirit and unwearied forbearance;  
a mild, loving, patient, heart;  
kindly looks, pleasant cordial speech, and manners  
in the exchanges of daily life;  
that I may give offence to none,  
but as much as in lies,  
live in charity with all men.  
*Johann Arndt*, (1555-1621)

*May I take this opportunity to thank you for the generous donations of hamper goods that will be distributed to St Vincent De Paul and Sacred Heart Mission. It is very much appreciated.*

Phil McErvale  
Social Justice Coordinator

This Edition of the Lantern:

- Principal’s Message  
- Prayer: A prayer for Patience and Gentleness  
- Christmas Carols  
- Year 7 Retreat  
- Year 8 Language Evening  
- Year 9 RYPEN Camp  
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- Women of Windsor Panel  
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- Career News—Accessing your 2016 Results  
- Upcoming Events  
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- Booklist Information—2017
Christmas Carols

Date: Thursday 1st December 2016
Venue: CBC Westbury Street St Kilda East
Time: 6:00pm - 8:00pm

Sausage Sizzle and Drinks available for purchase from 5:30pm

Three Schools One Community
Year 7 Retreat

On Monday our girls travelled to Lysterfield to participate in their Religious Education retreat. The weather was perfect and the girls enjoyed country air and the company of sheep, cows, dogs and a llama.

The girls took part in meditation and yoga, made mandalas and went on a Creation Walk. All girls participated in a shared picnic lunch.

It was a wonderful day and I thank Ms Josie Dilettoso for her detailed planning and the Year 7 Homeroom Teachers for their ongoing support of our girls. I also thank the Year 7 girls for their excellent behaviour, positive attitude and enthusiastic participation throughout the day.

Jude Wright
Year 7 Coordinator
Year 7 Retreat (cont.)
Year 8 Language Evening

On the 27th of October Year 8 students and their families celebrated their French, Italian and Japanese learning with our annual Year 8 Language Festival. Led by our four wonderful MCs, Bridie Wilcox, Juliana Neild, Kiara Kattiforis and Abigail Youl, students presented songs, poems and entertaining films, all in the languages they have been learning. We also heard from a guest speaker, Dr Ric Benson, who spoke about all the amazing opportunities languages can offer.

Sally Robertson
LOTE Co-ordinator
Year 8 Language Evening (Speech by Dr Ric Benson)

I had to smile when Ms Robertson issued me this invitation because if you had told me when I was your age that I would be speaking to you this evening about the importance of learning a foreign language, I would have thought you were crazy.

You see, I was rather a naughty little boy when I was your age. I lived in the Australian bush and I didn’t spend much energy on my schooling. All of my time and energy was spent on fishing, playing sport and riding horses.

However, when I turned 15 my family moved back to Melbourne and I had to go to a new school. As you probably know, it’s hard to go to a new school and make new friends, but I managed to meet some people who became my friends and still are. As it turned out, if I wanted to be in the same class as them I had to study French, so I did!

I was a pretty weak French student when I started, but I managed to scrape 50% in Year 10. The following year in Year 11, I got 80% and the following year in Year 12 I got the top mark in the state.

I thought this was very good, because I was able to go to Melbourne University with my friends and continue to study French there. Imagine my surprise when, at the completion of my University studies, I was offered a French Government scholarship to go and study in Europe. And for the next six years I studied in Paris and at Oxford University to complete my Ph.D.

By the time I completed my Ph.D. my little boy world had opened out big time! When I had started in year 10 to learn my verbs and my vocabulary, I had no idea what wonderful things were waiting for me as a young adult.

- Loads of new friends while at college in France who came from all over the world: France, Japan, Africa, England, America, Brazil, Germany.
- Loads of exciting holidays in countries that were totally unknown to me: Italy, Ireland, Greece, Bulgaria, Yugoslavia, Belgium, Holland.
- Loads of new career opportunities in research, teaching, tutoring, writing, acting, mentoring.
- But more importantly than all of this came a realization that the world is varied tapestry of customs and cultures, and the more you are aware of this, the more you can understand and achieve in your life.

This realization is desperately important in Australia today. There are so many people who were not born here, whose families were not born here, who may not understand the country as well as you do.

Knowledge of a foreign language puts you in a much stronger position to choose careers and do things to help the whole country

YOU ARE THE FUTURE!

So good studying and good luck in the years to come. Start dreaming how about what you may want to do one day. Nano Nagle did just that, you know, when she left Ireland to go and study overseas. It helped her realize that vast, countries like Australia needed schools like PCW. As you sit here this evening you should understand that you are the result of her dreams

I wonder who or what is going to be the result of your dreams?

Dr Ric Benson
Year 9 RYPEN Camp

It’s not everyday you get the chance to go on an amazing camp that changes you in just 48 hours. But that is exactly what three of us lucky girls (Ava, Carla and Becky 9 Green) got to experience at the RYPEN Camp run by the Rotary organization over the weekend of the 22 and 23 of October.

In just 48 hours complete strangers became like close family. On the camp we were encouraged to share our stories and care and support each other. We learnt heaps about ourselves and others.

Each day was full of challenges – including being woken up by loud music on a Saturday! All the activities were fun, built on our confidence and allowed us to bond. The food was great too – I’ll never forget the melt in your mouth lasagna!

The time raced closer and closer to the end... and then the weekend was over all too fast. A presentation was done and we all received our little papers. Tears were shed and books, bandanas and photos went everywhere. But it didn’t mean it was the end though, we will carry what we learnt and experienced into our futures and keep in touch with the great people we shared the experience with. If you ever get the chance to go to a Rypen camp, please take the opportunity. You will not regret it!

Rebeca Silveira
9 Green
Year 9 Camp

The Year 9 Eachtra Program started on Monday and we have done so much in three days.

The first health session on Monday has been described "inspirational and eye opening". A sport and social afternoon at CBC was a little awkward at times but a lot of fun.

On Tuesday we launched into our camps and City Program. The students have approached all these activities in a confident and enthusiastic manner. We have been very proud of the way they have all represented themselves and their school. We are looking forward to the rest of the program!

Di Braiden
Year 9 Coordinator
Year 9 Camp (cont.)
Presentation College Windsor Lantern Newsletter
Friday, 18th November, 2016

Our Year 12s coming to the end of their days at PCW
Women of Windsor Panel

Last Saturday a number of past students of the College graced the school hall for the 2016 Women of Windsor (WOW) Alumnae celebration. The event once again featured the Women of Windsor Panel.

Anna Burke (1983) returned to expertly facilitate the discussion. The panel included Trish Fields (Class of 1969), Andrea Grant (Class of 1991), Chloe Tomazi (Class of 2007) and 2017 School Leaders Fiona Li, Santina Bresolin & Pascale Latras.

Trish Fields is a food industry specialist with a wealth of senior commercial and corporate affairs experience in Europe and across Asia Pacific and America. Trish is a founding Director of ASX listed Yowie Group Ltd. Trish was also previously a member of the PCW Board.

Andrea is a former teacher and leader in Catholic girls’ schools in Melbourne. She is currently Mission Leader for Kildare Ministries which has, or will in the future, take over the governance of a number of schools and community works including some presentation ministries.

Chloe works for the Dept of Health & Human Services, within their Youth Justice program. Chloe assists with supervision & rehabilitation of children on community based orders, parole and supervised bail.

Anna led a very informative discussion about ‘How Women of Windsor celebrate learning and life.’ Although the panellists’ time at PCW span over 50 years, each spoke of a similar experience of presentation education that taught them a strong sense of self and provided an environment accepting of diversity and difference.

It was once again great to see a broad cross section of age groups ranging from graduating classes of 1940 to 2015 attending the event. Much conversation and laughter could be heard in the school hall as new connections were made. The WOW Panel is an annual event on the PCW calendar and we look forward to seeing some new faces next year. If you are interested in being part of the panel or know a past student who would be a good panellist, please let us know by sending an email to womenofwindsor@pcw.vic.edu.au

Michaela Moloney
Chair of the PCW Board
Careers News

Year 12 Careers Information: Results, ATAR, Offers and Change of Preference (COP) Information 2016
Parents and Year 12 students please find important information below with regards to the next stages in finishing VCE and the VTAC process. Please read over it carefully and contact me should you have any questions. This time can be one of anticipation and excitement but also sometimes disappointment. If the latter, it is important to remember that there are many ways to get to where you want in life and the news you receive about your results and ATAR does not determine this or who you are as a person.

Please keep checking your school email for information forwarded on from VTAC by me. Enjoy some well-deserved R and R after a busy year of hard work. Wishing you all the best!

VCE Results and ATAR
Online: 12th December (7am) and in mail: 14th December

Once results are released, either Mr Pearce or I will contact you to see how it is all going. I will be available on the 12th to 14th of December for consultation should you need to discuss your future pathway or change of preference. If possible try and email me to arrange an appointment to avoid having to wait around.

Change of Preference (COP)
The main thing to remember with change of preference is that you put them in order of what you really want (regardless of ATAR) and that you have met all the selection criteria as outlined in the VTAC guide.

* You can change course preferences as many times as you like while Change of Preference is open
* Once you have your ATAR consider
  Your order of preferences –think about what you really want to do and where you want to go most
  Add any backup course options (make sure you satisfy the course requirements!
  Make use of all 8 preferences: very popular courses may have filled all places in Round 1
  Get your preferences in and correct by December 15th for International students and by December 20th for domestic students.
  If you have received a lower ATAR than expected did you opt in to receive Supplementary Offers when you registered? If not, then you may want to opt in now!
Preferences can be changed between all rounds ( but it does close for a short time before each offer round)

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<th>VTAC CHANGE OF PREFERENCE</th>
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<tr>
<td>Undergraduate and graduate entry (other) courses</td>
<td>1 August (9am)</td>
<td>8 November (4pm)</td>
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<td>International VCE applicants</td>
<td>1 August (9am)</td>
<td>15 December (4pm)</td>
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<td>21 November (10am)</td>
<td>20 December (12noon)</td>
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<tr>
<td>Undergraduate and graduate entry (other) courses</td>
<td>4 January 2017 (10am)</td>
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<td>19 January 2017 (10am)</td>
<td>31 January 2017 (4pm)</td>
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<tr>
<td>Undergraduate and graduate entry (other) courses</td>
<td>8 February 2017 (10am)</td>
<td>9 February 2017 (4pm)</td>
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<tr>
<td>Undergraduate and graduate entry (other) courses</td>
<td>14 February 2017 (10am)</td>
<td>16 February 2017 (4pm)</td>
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Please see the separate Change of Preference 2016 document for information regarding the process for most Universities. Always check with the institution directly in case things have changed.

Megan Larritt
Careers Teacher
mlarritt@pcw.vic.edu.au
Careers News (cont.)

Offers

ALWAYS ACCEPT an offer!

- Even if you are hoping for a higher preference offer in a later round, you should accept any offer you receive
- You are automatically considered for any higher preferences in future offer rounds
- 80% of offers are made in Round 1
- There is no guarantee of receiving another offer in a later round
- Courses are not required to participate in subsequent rounds
- If you receive another offer in a later round, you can withdraw from the earlier offer at that point

Verbal offers have no status. If you receive a verbal offer you should ask for the name of the person making the offer and contact VTAC immediately.

Responding to an offer: Accept, Defer, Reject

- Receiving an offer does not confirm your enrolment in the course. To secure your place, you must follow the enrolment instructions in your offer message. In some cases you may be required to attend enrolment in person on a specific date and time.
- To accept an offer, follow the instructions in the offer advice to enrol at the institution.
- No separate acceptance notification to VTAC is needed.
- If you can’t attend enrolment or are unable to attend at the specified time you should check with the institution whether an authorised nominee (someone you choose) can enrol on your behalf.
- To defer an offer, contact the institution: Not all courses allow deferment. http://vtac.edu.au/courses-inst/institutions/deferment.html
- To reject an offer, take no action.
- The offer will automatically lapse if you have not enrolled by the deadline

Supplementary Offers

- Not yet received an offer after Round 2 and you have given permission, then institutions will contact you directly to suggest courses which still have vacancies
- Supplementary offers will commence after Round 2, and be formalised in the next offer round
- Opt in by the deadline, opt out at anytime – this is done by updating your personal details you filled in initially and answering the question: Do you want to participate in the supplementary offer process
- Supplementary offers will be processed weekly.
- If you receive two or more offers at the same time, you will need to choose which offer to accept-you should not accept more than one offer.

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<tr>
<th>OFFERS EMAILED TO APPLICANTS</th>
<th>EMAIL</th>
<th>USER ACCOUNT OPENS</th>
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<tbody>
<tr>
<td>Early offers</td>
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<tr>
<td>International VCE early offers</td>
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<td>International offers</td>
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<td>9 January 2017 (2pm)</td>
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<tr>
<td>Round 1 offers for all other courses</td>
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<tr>
<td>Round 2 offers for all other courses</td>
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<tr>
<td>Supplementary offers</td>
<td>February 2017</td>
<td>February 2017</td>
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Careers News - Accessing your 2016 Results

Accessing your 2016 Results - VCE

Your VCE study scores, ATAR and VTAC Scaled Study Scores are available from Monday 12 December 2016. There are a number of ways to access them.

ONLINE: To view your results online, log on to resultsandatar.vic.edu.au using your VCE student number and Results Service PIN. The default Results Service PIN is the first four digits of your birthdate, however you are strongly encouraged to change this prior to the release of results (see below). Available from 7.30am 12/12/16

Protect your privacy—change your PIN in order to ensure that your privacy is protected, VTAC strongly recommends that you change your PIN. If you don’t change your PIN, anyone with knowledge of your VCE student number and birthdate will be able to access your ATAR and VCE results. See www.vtac.edu.au/results-offers/12-atar-change-pin.html for detailed instructions.

SMS: To get your results by SMS on the morning they are released, register by sending your VCE student number (without the letter) and PIN to 19767888 ($1.10 incl. GST). Registration is now open. You must have the bill payer’s permission to use this service. SMS helpdesk 1800 501 063. For more information, see www.vtac.edu.au/sms Available from 7.00am 12/12/16

VTAC COURSE SEARCH APP: An update to the app will allow you to enter your VTAC ID and PIN to access 2016 ATAR and contributing scores. This service will be available free of charge to all users of the app who have a VTAC account. The app can be purchased from Google Play or the Apple App Store for $1.49 (inc. GST). The updated version will be released in November, with existing users able to update free of charge. Available from 7.00am 12/12/16

POST: If you have applied for courses through VTAC this year and have paid your VTAC application fee you will be sent an ATAR statement in the mail. This will be sent to the postal address that you provided as part of your VTAC registration. Available from 14/12/16

Need help understanding your VCE results or ATAR?
The Post Results and ATAR Service (PRAS) is a joint enquiry service provided by staff of both the Victorian Curriculum and Assessment Authority (VCAA), who are responsible for your VCE results, and VTAC, who are responsible for the calculation of your ATAR. The PRAS service will be available for three days following the release of VCE results and ATAR.

Phone (03) 9032 1717 or the toll free number 1800 053 060
Email pras@edumail.vic.gov.au
Website: resultsandatar.wordpress.com
Upcoming Events

Week Beginning Monday 21st November
Tuesday 22nd November  Year 9 Camp 2 begins
Friday 25th November  Parent Association Teachers’ Morning Tea

Week Beginning Monday 28th November
Monday 28th November  Open Morning
Tuesday 29th November  New Student 2017 Orientation Day
Year 9 Expo & Awards Night
Wednesday 30th November  New International Student Orientation
Final Day of Year 9—Conclude @ 1.00 pm
Thursday 1st December  CBC / PCW / St Mary’s Christmas Carols @ 6.30 pm
Friday 2nd December  Final Day of Year 7 & 8 Classes—Conclude @ 1.00 pm

Week Beginning Monday 5th December
Monday 5th December
Tuesday 6th December  Finance Meeting @ 5.30 pm
Board Meeting @ 7.00 pm
Friday 9th December  Teaching Staff Conclude

Week Beginning Monday 12th December
Tuesday 12th December  Board (End of Year Function)
Friday 16th December  Administration Staff Conclude @ 1.00 pm
Office Closes

Canteen Specials

Week Commencing Monday, 14th November
MUFFIN: Orange & Poppyseed
SALAD: Asian Noodle

Week Commencing Monday, 21st November
MUFFIN: Marble
SALAD: German Potato

Week Commencing Monday, 28th November
Chef’s Choice

Students can place LUNCH ORDERS before school and at recess. They can pick up their orders at the back door and avoid lining up with the crowds at lunchtime.

Breakfast
The Canteen is open for breakfast every morning from 7.45 am until 8.20 am

The following is available for $1.00:
Ham & Cheese Croissants $3.50
2 x slices of toast—butter, jams, vegemite and juice
Plain Croissants $2.00
Cereal & Juice or Yoghurt & Juice
Cheese & Vegemite Scrolls $2.00
**PRESENTATION COLLEGE**
**MELBOURNE UNIFORM SHOP**

**NORMAL TRADING HOURS**
TUESDAY 8.00AM – 11.00AM  
THURSDAY 1.00PM – 4.00PM

For personal fitting appointments outside of shop hours please contact Linda at the uniform shop on 9510-5090 or email pCW@dobsons.com.au  
Alternatively, shop online at www.dobsons.com.au

### Extended Trading Hours
**NOVEMBER – DECEMBER 2016**

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<th>Date</th>
<th>Time</th>
<th>Notes</th>
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<tbody>
<tr>
<td>FRIDAY</td>
<td>18/11/16</td>
<td>8.00AM – 3.30PM</td>
<td>Orientation Day</td>
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<tr>
<td>TUESDAY</td>
<td>29/11/16</td>
<td>8.00AM – 1.00PM</td>
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<tr>
<td>WEDNESDAY</td>
<td>30/11/16</td>
<td>8.00AM – 1.00PM</td>
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<tr>
<td>THURSDAY</td>
<td>1/12/16</td>
<td>1.00PM – 4.00PM</td>
<td>Last Trading Day</td>
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**JANUARY 2017**

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<tr>
<td>TUESDAY</td>
<td>24/1/17</td>
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<tr>
<td>WEDNESDAY</td>
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<td>THURSDAY</td>
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<td>10.00AM – 3.00PM</td>
<td>Australia Day - Closed</td>
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<td>MONDAY</td>
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<td>TUESDAY</td>
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<td>WEDNESDAY</td>
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<td>THURSDAY</td>
<td>2/2/17</td>
<td>8.00AM – 11.00AM</td>
<td>Year 7 Commence</td>
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<tr>
<td>FRIDAY</td>
<td>3/2/17</td>
<td>8.00AM – 11.00AM</td>
<td>Years 8-12 Commence</td>
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As of Tuesday 7/2/2017 the School Shop hours will resume as normal.

Presentation College Uniform also available from:
Dobsons, 667 Glenferrie Road, Hawthorn. Ph: 9819 1122
Monday – Friday 8.30 am – 5.30 pm  
Saturday 8.30 am – 5.00 pm
Booklist Information: 2017

2017 Booklist

How To Order

To ensure correct editions please purchase from LAMONT BOOKS, the official suppliers to PCW Melbourne.

ALL ORDERS ARE TO BE PLACED ONLINE

To order go to: www.lamontbooks.com.au

Select Textbooks and Stationery and choose PCW Melbourne from the list.

THERE WILL BE NO SCHOOL COLLECTION DAY THIS YEAR.

ALL ORDERS WILL BE HOME DELIVERED.

HOME DELIVERY - PRE-PAYMENT IS REQUIRED

Order by 12 December: FREE postage & handling on orders over $60

OR

Order on or after 13 December: The following postage charges apply:

$9.50 for orders under $100
$15 for orders over $100

Save money by placing your order before 12 December 2016!

If you choose to come to our office in January, we will assist you to place an order that will be home delivered.

You will NOT receive any books on the day.
Booklist Information: 2017

### ADDITIONAL ORDERING INFORMATION:

#### PLACING AN ORDER:
- All orders are to be placed online. Go to www.lamontbooks.com.au, select “Textbooks and Stationery” and choose your school from the list. Books cannot be handed in to school.
- If you require assistance to place an order, we have computers set up at our store and staff who can assist you with placing an order. Please note that if you attend our store during January you will not receive any items on the spot, orders will be delivered and normal delivery charges apply.

#### PAYMENT OPTIONS:
- Online payment methods: PayPal, credit card (Visa or Mastercard only) or direct deposit (see below for instructions)
- Direct deposit: You must include your order number as the payment reference. If you do not, we may be unable to match your payment to your order. This may result in substantial delays.
- We do not accept cheques.

#### DELIVERY INFORMATION:
- You can place orders for multiple students in one transaction provided the delivery address is the same. This minimises postage charges as only one postage charge will be applied to the entire order.
- Orders are sent via Australia Post to your nominated address. If nobody is available to sign for the parcel a card will be left by Australia Post for the parcel to be collected from the Post Office.
- We commence despatching orders as they are received, and as soon as stock becomes available.
- You will receive an email notifying you when your order has been despatched, containing the tracking number of your order.
- If you are going to be away and there will be no one to receive the delivery, please provide the relevant dates that you will be away in the comments section when placing your order and we will do our best to accommodate these requests.
- Occasionally orders may be delivered by our staff. In this case, a card will also be left for you to contact us if no one is available to sign for the parcel.
- Oversized items cannot be delivered. These items will be distributed to students at school.

#### PRODUCT SUBSTITUTION:
If a stationery item is unavailable it may be substituted with an equivalent item of the same or greater value.

#### BACKORDERED ITEMS:
- Home Delivery: If an item is unavailable it may be placed on backorder. Backordered items will be sent out once available at no additional charge. You will receive another email notifying you that a parcel has been sent.

#### REFUNDS:
- Items may be returned for a refund or exchange at any time up to 15 February or two weeks from date of purchase (whichever is later). Items must be in new condition and proof of purchase is required.
- Refunds or exchanges will only be made at this time on items that are faulty, or in other cases at the sole and absolute discretion of Lamont Books.
- Electronic books, digital items, DVD’s and calculators are firm sale. No refunds or exchanges are available on these items.

#### MISSING ITEMS:
Any claims must be made within 14 days of receipt of your order. No claims may be made after this time.

#### OFFICE HOURS:
- During December and January, our office hours are 8:30am - 5:00pm, Monday - Friday. We also open some Saturdays in January/February. We are closed on public holidays, and over the Christmas period. Please check our website for current office hours and Christmas closure information.
- The remainder of the year our office hours are 8:30am - 4:00pm, Monday - Friday.
- Office Location: 4/167 Princes Hwy, Hallam. Phone: 6737 1700. Email: textbooks@lamontbooks.com.au