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.
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. Booklists 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 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 after 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: 8787 1700. Email: textbooks@lamontbooks.com.au