

Frequently Asked Questions

Q. How do I place my order?

A. There are several convenient ways to place your order. The first is straight on our website shop at www.smartgiftideas.com.au. Simply browse the gifts, add the amount you require to your shopping cart and checkout when you are done. It's very quick and easy! Alternatively you can email your completed order form to info@smartgiftideas.com.au, fax the order form from the catalogue to us on 02 9542 3434 or pop it in the mail to Smart Gift Ideas, P.O. Box 290 Oyster Bay N.S.W. 2225. If you need assistance placing your order, please contact our Customer Service Team on 1300 80 33 10.

Q. Is there a minimum order required?

A. We understand that smaller schools/organisations can find it difficult when there are minimum order quantity requirements. For that reason and to allow you the most flexibility, we do not have a minimum order quantity or minimum dollar amount. Simply order the quantity you need and we'll look after you from there.

Q. Do I need to pay a deposit?

A. If you are able to pay a deposit, it is appreciated. We understand this is not always possible. For that reason, a 21 day invoice will be issued for all Schools and returning customers and included with your order. We appreciate you please paying this promptly. Full payment is required for preschools, companies and sporting organisations who have not ordered from us previously and then after that initial order, you will also be offered a 21 day account.

Q. I am not a School but I really like your products, can I buy from you as just one little old me?

A. Of course you can! Our no minimum quantity policy makes buying from us easy for individuals too. We also find that groups of friends sometimes like to get together and place a group order so there's only one \$5 flat freight fee between them all. These types of orders must be paid in full before we can fulfil your order.

Q. How much is the freight?

A. Our freight fee is a flat-rate of \$5 anywhere in Australia, irrespective of the size of your order.

Q. Can I pick up my order?

A. Yes, you certainly can pick up your order from us. Please just indicate pick up instead of shipping when you place your order. We are located at Unit 3/21-23 Marshall Rd, Kirrawee, N.S.W. 2232. When your order is ready for collection our team will call you and let you know. Feel free to collect your order between 8.30am - 4pm Monday to Friday. We also ask that all orders are collected within 7 days of us notifying you it is ready for collection.

Q. Can I have the order sent to me at home?

A. If you are ordering for yourself, of course you can which ever address you would like for us to send it to. For insurance purposes, if you are ordering on behalf of a school or organisation, we prefer to deliver directly to the school or organisation. If you insist on delivery to a home address

on behalf of your school/organisation, please specify the address supplied is a home address when you place your order as if you don't let us know, we assume the address belongs to the school or organisation.

Q. Do you have a showroom?

A. Yes, we do have a showroom and you are welcome to come and look at the items at Unit 3 / 21 – 23 Marshall Road, Kirrawee NSW 2232. Please call us first to make an appointment.

Q. Once I place my order how soon do we receive the products?

A. Your order will be despatched to you within 2 working days of receipt of order. We will always email you when we have received your order. If you haven't heard from us within 48 hours please contact us on 1300 80 33 10 or via email at info@smartgiftideas.com.au

Q. How many gifts should we order per child as we have never had a Mother's Day or Father's Day stall before?

A. In our experience, if you order 1.5 gifts per child in your school that will generally be enough. Some Schools like to purchase 2 per child just in case and if there are any gifts left over, they offer them to the wider community or hold them for the next year. After you hold your first stall you will have a better indication of the amount of gifts that you will need for future stall days.

Q. In the brochure there are sometimes two or three different designs or colours shown for the one gift. Do I need to specify which colour/style I prefer?

A. No, there is no need. We will supply you with an assortment of colours/styles in fairly even quantities whenever we can. For example, if there is a red and blue version and you have ordered 20 gifts, we will supply you with as close to 10 of each colour as possible.

Q. Can I place a small initial order to use as samples?

A. Yes you are welcome to place an order for samples. We would treat that the same as any other small order and the \$5 flat-freight charge applies.

Whilst we are happy to supply samples as per your order, we cannot guarantee the same stock will still be available when you place your bulk order, nor are we able to hold stock. We have increased our stock quantities significantly and always endeavour to have good stock quantities available to fill your orders. We strongly advise placing your complete order as soon as possible to prevent any disappointments in the event we should sell out of particular items.

Q. Can we return unsold stock?

A. We do not accept return of unsold stock as we change our gift choices and brochures every year for Mother's Day and Father's Day to ensure you are getting the latest and greatest products. We do not refund for change of mind purchases. If you need to exchange for whatever reason we will gladly offer an exchange within the same promotional period for other items in the same catalogue within 10 days of invoice date. For any exchanges the return freight cost is your responsibility and we will need to charge you \$5 freight for sending the new order to you.

Q. Do you ever run out of stock of a gift?

A. We really don't like disappointing any of our customers by running out of any of our items. Whilst we have a huge quantity of stock on hand, it is not possible to forecast exactly what will be the most popular items and how many new customers will place orders with us during each promotion. If we have sold out of items in an order you have already placed, we will phone and email you as soon as possible. We will never substitute items without your permission and always advise you ASAP so we can assist you with choosing another great gift to take complete your order.

Q. What about deliveries in school holidays?

A. We try very hard to keep abreast of all the national school holidays and would never send an order to the school if we know you are on holidays. We always aim to make sure your order reaches your school before or after the holidays. In the event that we are unsure we will contact you. If your school has different holidays (perhaps an additional pupil free day) to the rest of your state please advise us when you place your order either on the order form or in the checkout section of the website when ordering online.

Q. Do I need to add G.S.T. to my total payment?

A. All our prices are inclusive of G.S.T. so the price you see on the item is the total price you will pay (exclusive of the \$5 flat-fee shipping cost per order).

Q. How do I qualify to get bonus gifts with my order?

A. Every order placed with us receives a bonus Smart Gift Ideas Shopping Bag. For each catalogue we release, we also have Early Bird Gifts for orders placed before a certain date. For the current Mother's Day Promotion that date is the 29th of February. We also provide you with additional bonus gifts if your order is over \$500, over \$1000 and even more if it is over \$1500. See the back page of the catalogue for details on what is included in each of these gifts or check out the brochure on our website.

Q. I have a loyalty card, where do I put my loyalty code to get my discount?

A. When placing your order online, once you get to checkout, add your code to the Apply Coupon / Promo Code box and then click the Apply Coupon Code button. If you are emailing, faxing or mailing a copy of the order form through, add your loyalty code next to the Order Total Box at the bottom of Page 2. If you are ordering over the phone simply tell our Customer Service Team your code and they will apply it for you.

Mother's Day 2016 will see the end of the Loyalty Discounts. We surveyed our customers and they have told us they prefer larger/better bonus gifts and the cheaper freight for every order so that's what we are now offering and have left the Loyalty codes for one last promotional period as our way of saying an extra thank you.