Dear parents and guardians,

State Schools' Relief is the proud uniform supplier for your child's school, and we are excited to share the following key features and user instructions to make your online ordering journey with us easy.

Key features of Shopify:

- Shopify is an online web-based e-commerce platform that can be accessed via any device – laptop, PC, phone, or tablet.
- It's an easy-to-use standard online shopping model.
- All purchases can be shipped directly to your home, or to another address nominated by you.
- Shipping and tracking details are sent to your nominated email address or phone number via text.
- The platform shows stock availability in real time and has the functionality for you to request notifications for when an item is back in stock.
- There is a 'click and collect' option from our Dandenong South retail outlet.
- The ability to request returns and refunds online.
- The ability to make payments using – Google Pay, Shop Pay, and Credit or Debit Cards (Visa, Mastercard, Amex, Union Pay or JCB).
- Enhanced communication and email updates every step of the way.
- The ability to purchase our generic essential items such as footwear, swimwear, and a host of plain uniform pieces, etc., all while supporting State Schools' Relief with our purpose of removing barriers to educational engagement.

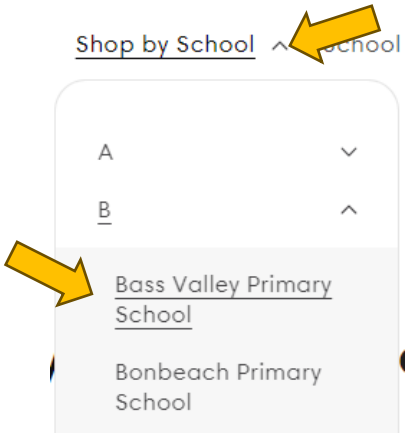
QUICKSTART LINK:

Bass Valley Primary School profile

How to use the Shopify web platform:

1. Click the link below to access the web store.
   https://ssr-online-store.myshopify.com/

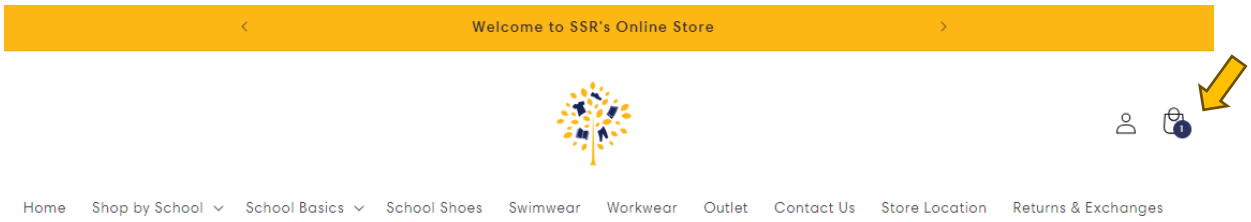
2. Select your child's school from the **Shop by School** drop-down menu.



3. Click on the ***item*** you'd like to purchase to view item descriptions, sizes, and stock availability.

4. Select the correct size and use the **+** or **–** buttons to adjust the quantity required. Then click **Add to cart**.

5. Click on the shopping bag icon in the ***top right*** of your screen to view all items in your cart and to checkout.

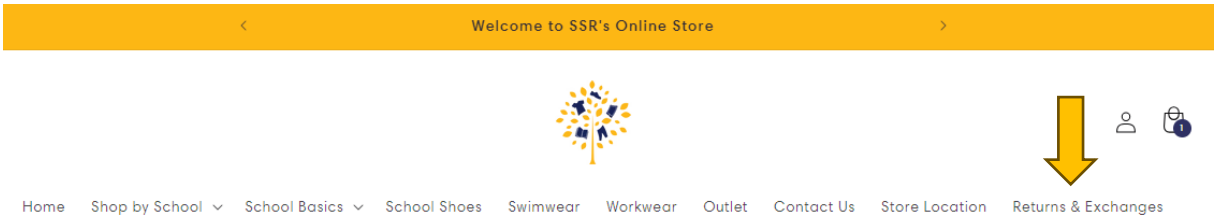


6. Then select your delivery method – **Ship** or **Pick up** from our Dandenong South retail outlet.

7. Finally, complete your contact details, shipping details, and payment section to finalise your order.

Other information:

- You will receive automatic emails upon order confirmation and again once the order has been shipped.
- All our items are dispatched via *Couriers Please*, who will send you delivery notifications and tracking details via the email address or phone number provided in the contact section.
- Standard delivery times are approximately 3 business days for metro areas and up to 7 business days for regional areas.
- Processing of **returns or refunds** – please read our **Returns & Exchanges** policy which is available online in the top right corner of the web platform before requesting a return.



- All returns or refunds can be processed online via the **View your order** button on the email received once your order has been placed.