



Dear parents and guardians,

State Schools' Relief is the proud uniform supplier for **Ballam Park Primary 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 the Shopify platform:

- 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:

[Ballam Park Primary School](#)

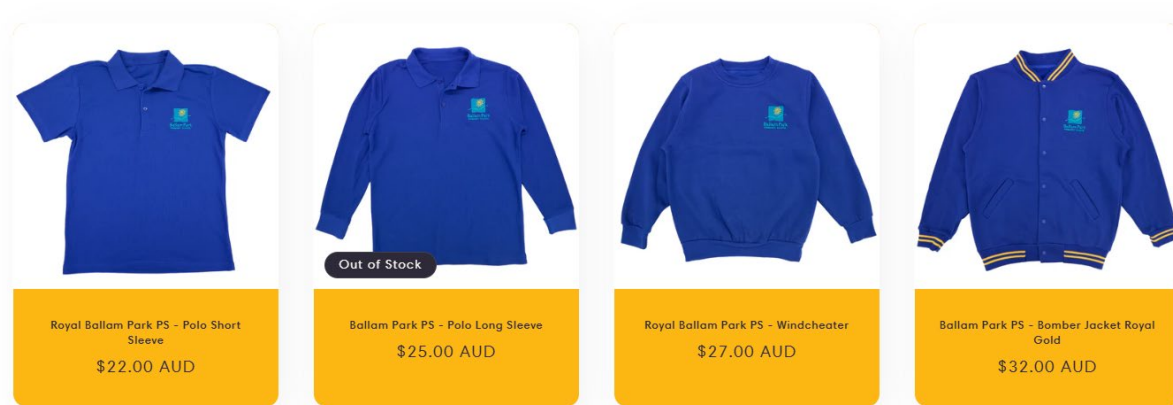


How to use the Shopify web platform:

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**.



Ballam Park PS - Bomber Jacket Royal Gold

\$32.00 AUD

Tax included.

Size

18 +6 14 +2 +0 8
6 4

Quantity

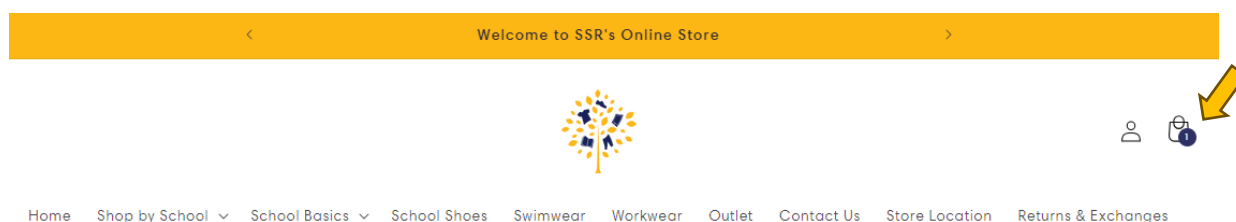
– 1 +

Add to cart

Description:

- Colour: Royal & Gold
- Classic school jacket with studs
- Two front pockets

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.

A screenshot of a "Delivery" selection form. It has a light gray background. At the top, the word "Delivery" is written in bold. Below it, there are two options: "Ship" and "Pick up". Each option is preceded by a radio button. The "Ship" option is selected, indicated by a blue dot in the radio button. To the right of each option is a small icon: a truck for "Ship" and a storefront for "Pick up".

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.

