

# Shipping Information

Stationery World Australia

email :  
[sales@stationeryworld.net.au](mailto:sales@stationeryworld.net.au)  
 ABN : 42 918 710 541

## Office Hours:

9:00 am - 4:30 pm : Monday - Friday  
 Closed : Saturday, Sunday & Public Holidays  
 Stationery World delivers products only within Australia.

Secure online payment with:

Stationery World Australia is an eftsure verified accredited supplier

## Security :

All data, including credit card details, are encrypted using 128-bit security when submitted via this form.

## To Place An Order:

To order products you simply pick the items you require then go to the checkout to register your account details. Send registration & proceed to advise delivery and payment instructions through our secure ordering system.

## Register & Log in :

Log in using the username & password as per the registration activation confirmation email, then browse products & purchase through our secure ordering system.  
 The system will accept all orders placed.

## Please Note:

Sometimes your email registration confirmation will end up in your spam folder as determined by google thinking it is spam.

Click on the section \* Report this is not spam email \*(goes to Google) ... Then log in to our website with username and password provided.

## Please Note:

Not all items will be in stock & available.  
 All products ordered are subject to supplier availability.  
 You can also place an order by phone or by sending an email with the information to :  
[sales@stationeryworld.net.au](mailto:sales@stationeryworld.net.au)

We list & offer quite a large range of products that are available in our industry and cannot possibly stock all of them.

## Definition of email notifications for orders placed:

Confirmation-Order Placed : Your order has been received with Stationery World and will be processed.

Order Shipped-Dispatched: Your order has been dispatched.

\*

Your first automatic email notification will be Confirmation-Order Placed (We will keep you informed of the status of your order .)  
 To keep you informed you will receive email notifications regarding your order status.  
 On-Line User Name & Password Maintenance:

## After

you have registered and activated for a C.O.D. account with Stationery World Australia and you received your computer generated Username and

Password.

You can now log in.

( if you are having trouble logging in contact or email customer service for assistance

Thanks to Google...also check your spam folder for the email to activate your account registration.)

Accepted Payment Options :

Direct Bank Transfer Payment....Note ! (DO NOT transfer any moneys without product availability confirmation)

Credit Card Customer ( Visa, MasterCard, American Express ) NO CREDIT CARD FEES !

Checkout securely with no surcharge fees.

Please Note ! : To ensure accuracy of orders eg availability of products and correct delivery charges, all credit card payments are processed manually and separate from this web site.

We also accept payments by Direct Bank Transfer into our bank account.

If this is your preference, proceed with your order and when you get to the payment section choose Direct Bank EFT Payment .

Confirm order & you will see our bank account details.

Note

our bank details on paper before you proceed or click on Print Preview

to print your purchase order including our bank details.

If you missed the details see under Terms & Conditions area (top of page) for our Bank Details.

If in doubt call or email our office for our banking details.

\* \* \* Please Note: DO NOT transfer any monies until we have confirmed stock availability & delivery costs.\* \* \*

For EFT (direct deposit) payments, our bank details are as follows:

Banking Details :

Bank : National Australia Bank

Account Name : STATIONERY WORLD VIC PTY LTD

Account BSB : 083 323

Account Number : 629446552

Accepted Payment Methods :

1. Direct Bank Transfer Payment into our bank account.

2. Credit card / Debit card : ( either Visa, MasterCard, American Express) NO CREDIT CARD FEES !

Distribution :

Deliveries are sent by Australia Post & Contract Couriers.

Couriers

MUST obtain a signature at time of delivery - they are not permitted to leave goods without a signature from someone at the nominated address and will return the goods back to the warehouse in the event that nobody is available to sign for the goods.

If this return to warehouse occurs more than once an additional delivery charge will be applicable.

We do not ship or deliver on Weekends or Public Holidays.

All deliveries are made Monday to Friday.

\* Delivery is not available to Parcel Lockers.

Melbourne Metro area :

Melbourne Metro area Delivery postcodes: 3000-3062,3063-3210,3800,3802-3807,3910-3911,3930-3931,3975-3978.

We endeavor to have 2-5 day local delivery service wherever possible for stocked items.

Non-stocked

items will have to be ordered from suppliers and may take numerous days depending on which local or interstate suppliers non-stocked items are ordered from.

Please allow up to 10-14 business days for delivery for non-stocked items.

Deliveries to Post Office Boxes & parcel lockers can only be performed by Australia Post.  
 Australia Post Satchels & Parcels Dispatched Daily.  
 Parcel Post Satchels offer a convenient no-fuss way to send parcels anywhere within Australia with the added peace of mind of numbered Post satchels you can view track events of your satchels online (where tracking is available).  
 Each Post satchel contains a unique identification number for your records tracking.

#### Express Australia Post Satchels:

Express Postal Delivery 1-3 business days after leaving our warehouse to most capital cities (except Darwin & Perth)

Express Post Satchel 510x435mm \$32.00 EXTRA LARGE  
 Express Post Satchel 405x310mm \$24.00 LARGE  
 Express Post Satchel 385x265mm \$20.00 MEDIUM  
 Express Post Satchel 350x200mm \$15.00 SMALL  
 ( Please Note : A4 size books etc will not fit into 500gm satchel)

Express Post Medium C5 Envelope (230x160mm) \$10.95 Letters only

#### Regular Australia Parcel Post Satchels:

Regular Postal Delivery 4-9 business days after leaving our warehouse to most capital cities (except Darwin & Perth)

Regular Parcel Post Satchel 510x435mm \$24.00 EXTRA LARGE  
 Regular Parcel Post Satchel 405x310mm \$20.00 LARGE  
 Regular Parcel Post Satchel 385x265mm \$15.95 MEDIUM  
 Regular Parcel Post Satchel 350x200mm \$12.00 SMALL  
 ( Please Note : A4 size books etc will not fit into 500gm satchel)

#### Australia Parcel Post for larger items:

Larger parcels via Australia Post Delivery ( \$30.00 Nominal Amount only for computer input )

If you are unsure, pick this Nominal Postage Amount & we will advise correct postage amount before we proceed)

Regular Postal Delivery 4-9 business days after leaving our warehouse to most capital cities (except Darwin & Perth)

\* Delivery is not available to Parcel Lockers

#### Office Supplies Delivery : Metro Melbourne

Melbourne Metro area Delivery postcodes: 3000-3062,3063-3210,3800,3802-3806,3810,3910-3911,3930-3931,3975-3978

A delivery fee of \$16.50 will be charged for each order delivered in the Melbourne metropolitan areas.

We do not ship or deliver on Weekends or Public Holidays.

All deliveries are made Monday to Friday.

For Outer-Melbourne, Victorian Country & Interstate orders a delivery fee will be charged.

Choose the nominal delivery amount of \* \$44.00 (

Beyond Metro Melbourne Area) and customer service will contact you before any goods are shipped advising of the correct calculated amount to your specific area.

Larger items and special orders may incur additional delivery fees.

A charge is made for the delivery of some bulky & specialist products.

When a fee is to be applied customer service will contact you and advise prior to processing and shipment of your order.

We

list & offer quite a large range of products that are available in our industry and cannot possibly stock all of them. Some items may have to be ordered in for you.

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All products ordered are subject to Supplier availability.

\* Just a small note re-delivery charging:

Maybe our delivery description on our web is not clear enough in its wording so the following has been added .....

The nominal amount eg \$30.00 for delivery by post & \$44.00 for beyond metro Melbourne delivery is just a nominal value.

The

web program needs an amount figure, any figure .... and this amount eg \$30.00 is entered when you are not sure what the postal or delivery charge may be.

Because we have so many different size & weighted products and deliver Australia wide, we have to calculate and price each postal delivery or courier delivery separate.

When we get an

accurate price for the delivery, we then advise you of this amount and depending on whether you agree or decline, then we either proceed with your order & then charge your credit card

or

as instructed ... cancel the order because you may believe the amount we advised is too high.

#### Errors and Omissions :

Stationery World endeavors to maintain the accuracy of product images, product descriptions, stock availability and prices.

We do however reserve the right to cancel an order

All products ordered are subject to supplier availability.

Stationery World may change the prices published on our website at any time.

Prices of products ordered on line but yet not paid for are also subject to change.

Before an order that has a price difference can proceed you will be asked to agree to pay the current price.

While

every effort has been made to ensure the accuracy of prices, images and information displayed on this site, Stationery World is not responsible for any error and reserves the right to accept or cancel any orders placed and/or reverse a payment if an order has been placed based on erroneous information.

Any errors and omissions will be corrected and advised at the point of order

#### Returns Policy:

The return of goods are subject to approval.

We are unable to accept any goods returned without prior authorization.

No return of goods once sold, unless faulty or do not do what they are meant to do.

We are dedicated to offering you first class service.

Your Stationery World products are of the highest quality popular branded products.

However,

in the unlikely event of a product being less than perfect, please contact us within 3 days of purchase to discuss your problem whether it be a return, repair, replacement or refund.

Once your return

has been received we undertake to process your exchange or refund (excluding any delivery fees charged - Shipping costs are not refundable.) within 7 days of receipt.

We do not

exchange, a credit or refund where the purchaser has bought the wrong product, or has changed their mind about the purchase after paying.... so please choose your items carefully.

Specially ordered in or manufactured products are a firm sale and cannot be returned , refunded or credited.

we love happy customers : (please read more...)

.we love happy customers :

Sent: Fri 7/10/2022 9:47 AM

To: Stationery World

To the Management, as a retired Shop keeper, I must congratulate your Sales Team and supporting staff for the excellent job they have done in delivering my order.

It is very rare these days to get friendly and good service.

Kind Regards

Anselm (Andy) Stollwitzer

Google reviews:

Really great customer service.

Arthur

helped me with my questions prior to placing an order, and also went above and beyond to make sure I got my order delivered on time.

I'll definitely repurchase in the future. Fri 2/07/2021 12:34 PM

ABSOLUTELY PHENOMENAL SERVICE!!

Received the package today and I am still in shock.

Thank you so many times over!

Marina Susak

Cairns Face Fit Test

From: Bronwyn

Email Sent: Tuesday, 24 December 2020 2:36 PM

To: Arthur

Subject: Order Status Change: Your Order 7223

Wall planner arrived today ... very safely wrapped ... thanks heaps, Arthur!

Merry Christmas, Bronwyn Bell

From: Marjorie

Email Sent: Tuesday, 12 November 2019 3:58 PM

To: Arthur

Subject: Thank you

Hi Arthur,

Many thanks for sending my order of 2 pocket diaries. They arrived at the PO Box yesterday.

Again, I congratulate your company on the courteous and efficient way you deal with orders.

Regards,

Marjorie

Wow Arthur!

Just received our order, that was the best service I've ever encountered :)

Very impressed!

Thanks so much! :) Karen McManus Purchasing - Admin

P.P.D.S.

Pty Ltd

My order arrived just now.

You have fantastic service, thank you.

It's been a pleasure to deal with your company.

Regards

Dave Bruce

Hi Arthur,

Parcel received.  
I REALLY APPRECIATE the excellent way in which it was wrapped.  
The diaries arrived in wonderful order.

Have a great weekend.  
Kind regards,  
Anne Wyatt

Thank you Linda,  
Stationery world was very helpful and easy to deal with.  
Best Regards,  
Sally  
Reception  
Natures Organics Pty Ltd

Angela Brown <