# **Help - Frequently Asked Questions**

# **CONTACT US**

Technical Enquiries such as website is unavailable or issues making payment:

Technology Service Desk

Phone: +61 8 8313 3000

Fax: +61 8 8313 5775

Email: [servicedesk@adelaide.edu.au](https://owa.adelaide.edu.au/owa/redir.aspx?C=m_GUhHWXBkGpLxtKka_7UzhyEvYl8dAI7ohfLmKkAaFaudwwmallU4T4QLWeWC8KJTsGxpq7aAU.&URL=mailto%3aservicedesk%40adelaide.edu.au)

Operating Hours: 24 X 7

Purchase enquiries related to your Order / TAX INVOICE:

Refer to the Contact and Email details for each Product that are reflected in the TAX INVOICE attached to Order Payment Confirmation Email.

# **MANAGING YOUR ACCOUNT**

# How do I login to Online Shop?

Login with your University login details (a1234567) and password.

# How do I update my contact details?

If your personal details have changed, you can update your details anytime by logging into your account and changing the details under in ‘My Accounts’. We do not accept PO Box in the address. Make sure that a complete and correct address is entered. The address entered is only applicable to Online Shop transactions.

# What does ‘Pickup in the store (no charge)’ mean?

If the delivery method is set to ‘Pickup in the store (no charge)’, collection must be made in person at the specified pick up location, within business hours, with a copy of the TAX INVOICE and a photo identification.

# **SHOPPING ONLINE**

Shopping online is easy! Just follow these simple steps.  
  
**Step 1**  
Browse via the product categories that you can find at the top of the page or in Categories and refine your search with the options you can find on the left hand menu. For more information on any product, simply click on the image to take a closer look. On each product page you will find Product Description, Product Price, Delivery / Pickup details etc.  
  
**Step 2**  
If you decide to purchase a Product, add the item to your shopping cart by clicking the 'ADD TO CART' button. CONTINUE shopping across the shop.  
  
**Step 3**  
A list of all items within Shopping Cart will be displayed in the top right hand corner of each page. You can view the contents at any time by clicking ‘Shopping Cart’ or you can proceed to CHECKOUT if you have added all your products.  
  
**Step 4**  
Enter your billing and delivery details, delivery notes then click on ‘CONFIRM ORDER’ to pay. For pick up in store delivery address is not mandatory. It is still advisable to set up your address details. This will be applicable to Online Store transactions only.  
  
**Step 7**  
On successful payment an Order Payment Confirmation Email will be forwarded to your University email address with a TAX INVOICE (PDF) included as an attachment.

**Step 8**  
You will be able to view your orders anytime by visiting ‘My Account’ link in top right hand corner of the page.

# Why can’t I add items to my Shopping Cart?

If you are having trouble adding items to your shopping cart, your web browser has “Cookies” disabled. Modify your cookie settings in your web browser to enable online orders.

# How Will I know whether my order has gone through?

The result of your payment attempt will be displayed on-screen. An email will also be sent to your University email address, detailing the status of your payment and order details.

# Do I receive a tax invoice?

Yes, a TAX INVOICE (PDF) will be attached to the Order Confirmation Email.

If the delivery method is for the item to be picked up ‘in Store’ you will need to bring this Tax Invoice, plus photo identification, to the designated pick up location.

# Can I change or cancel my order?

Changes or cancellations to your order can be made by contacting the Store Owner. This information can be found in the TAX INVOICE attachment of the order confirmation email (Store Phone / Store Owner Email). If the order has been prepared, we will not be able to make any changes.

# **PAYMENT**

# How do I pay for my order?

All prices are in Australian Dollars (AUD). A charge of 10% Australian Goods and Service Tax (GST) will be included if GST applies to a particular product.

We accept credit or debit card - VISA and MasterCard. No Cash on Delivery or alternate payment methods like PayPal are available.

If you don’t have a credit card, remember that any Debit Card or ATM Card with the Visa or MasterCard logo is also valid.

# Can I make payment, if my card limit has exceeded?

Note that as payment must be in full at time of order, you will be unable to make a successful payment if the value of the order exceeds your card daily or total drawdown limit(s).

# Can I go back to previous page, if I have accidently chosen an incorrect Card?

When you click on CONFIRM ORDER, you will be directed to Commonwealth Bank Payment website to select a card type – VISA or MasterCard. If you have accidently chosen incorrect card type, DO NOT USE THE BROWSER BACK BUTTON. Simply close the browser window then re-launch Online Shop.

# When payment is declined, what should I do?

Please contact your card issuer.

# Can I request for a refund?

Refund of your order can be made by contacting the Store Owner. This information can be found in the TAX INVOICE attachment in the order confirmation email (Contact / Email). Your refund request will be first assessed and then, if appropriate, refunded back to the card from which the original payment was made.

# Are my details secure in The University of Adelaide Online Shop?

Yes. At the University of Adelaide Online Shop we take your privacy seriously. For more information please see the Privacy Policy. We store any information you provide securely and use high level SSL encryption technology which is the most advanced security software currently available for online transactions. It works by encrypting your details on our website, preventing the information being intercepted by an unauthorised party.

The University of Adelaide Online Shop does not store your personal credit card information.

# **MISCELLANEOUS**

# Is your email box being filtered for spam?

If you don’t receive any Order Payment Confirmation Email at all, check your Spam Folder to make sure they are not accidently delivered there. To ensure that you receive our mailings, please add [onlineshop@adelaide.edu.au](mailto:onlineshop@adelaide.edu.au) to your address book.