



# Oom Polla

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sedert-since 1995

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02 October 2024

Dear Parents

*Bridge House, Montgomery & Miller Academy, Parel Vallei High School, Paul Roos Gymnasium, Rhenish Girls' High School, Rhenish Primary School*

### ORDER SEASON FOR 2025

- The ordering season opens on the 2<sup>nd</sup> of October 2024.
- Orders will be executed from mid November. Notification is sent to you when the order is ready for collection.

Back Orders are reduced significantly on early orders place in October / November. It also enables us to see timeously where possible short falls might occur, and we can supplement stock accordingly.

### THE BENEFITS OF AN EARLY (OCTOBER / NOVEMBER ORDER:

- Learners whose orders are placed early, normally has the full order when schools re-open in January.
- Publishers / distributors do not bring overseas titles into the country in the huge quantities as before.
- Some of the publishers / suppliers already close mid December for the festive season. This delay deliveries to us significantly due to the back log they experience upon re-opening in January.
- Should there be back orders, there is normally enough time to obtain the books in time before the start of school.

ONLINE ORDERS: [www.oompolla.co.za](http://www.oompolla.co.za)

**The order season for 2025 starts on the 2<sup>nd</sup> of October, and closes on the 26<sup>th</sup> of December 2024.**

For assistance with the placement of orders and/or cash payments, you can visit us at 10 Santhagen Road, Devon Valley, Stellenbosch. Keep in mind that such payment at the shop must take place soon after placing the order, to activate the order on our system.

### OVER-THE-COUNTER SALES:

**This will start on the 06<sup>th</sup> of January 2025 and run until the end of the third term in 2025.**

### IMPORTANT:

- **Only PREPAID orders** can be executed. Your order can only fall into the queue once payment is made.
- As stipulated in our Terms and Conditions on the website, Oom Polla automatically orders books for you in instances where there is no stock. These back orders can normally be fulfilled within a very short period of time. However, in instances where a title is in reprint, it will take considerably longer. This also applies to overseas titles.
- Back Orders cannot be cancelled. It is ordered in good faith on your behalf to expedite delivery to you.

### RECEIPT OF ORDER:

- By courier if so selected on order form. Should there be back orders on your executed order, we keep the order back as long as possible in anticipation of delivery of the outstanding items. If it is still outstanding by die beginning of January, your parcel is sent to you. All back orders on Courier-Orders placed during October and November, will be sent to you by courier at no extra cost, if necessary.
- Self-Collection orders are to be collected from Oom Polla ASAP from the date you receive notification that it is ready.

### BACK ORDERS:

Back orders are items which were not in stock upon execution of the order. It is ordered for you and cannot be cancelled.

Kind regards

THE OOM POLLA TEAM