



9 October 2023

Dear Parents

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

ORDER SEASON FOR 2024

AMENDED MODEL:

- We no longer offer secondhand books.
- The ordering season is brought forward to a date early in October.
- Orders will be executed continuously from November.

If parents order as early as possible, we believe back orders can be reduced. With every order placed, we can see immediately where we might experience short falls, and supplement stock accordingly.

THE BENEFITS OF ORDERING EARLY:

- Publishers / distributors do not bring overseas titles into the country in the huge quantities as before.
- Some of the publishers / suppliers close over the festive season, which delay deliveries to us.
- 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

The order season for 2024 starts on the 9th of October.

The online orders will run continuously until the end of the second term 2024, after which it closes while we prepare for the following year.

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 29th of January 2024 and run until the end of the third term in 2024.

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 in 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. Courier-Orders placed during October and November which experience back orders, will have the back orders sent by courier at no extra cost.
- 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 titles which was not in stock upon execution of the order. It is ordered for you and cannot be cancelled.

Kind regards

THE OOM POLLA TEAM