



Customer User Manual

Esentials of Australia Pty Ltd have introduced a new online e-commerce store which uses secure technologies to protect your details and to provide an enhanced shopping experience.

Please note that you will need to accept session cookies from the website, that javascript will need to be enabled and that you should have your browser security settings set to medium, not high.

How do I place an order?

To make a product selection, please click on the **Products** button and select from one of the many categories available. When you find the product you want, select the product size from the drop down menu and enter a quantity in the text box beside it. When you have selected all the products you'd like from that page click on the **Add** button. An asterisk will appear against the products you have placed in the shopping trolley as an alert that you've already selected that item.

When you have finished purchasing your products, please click on **Checkout** to be taken through the checkout process.

The beginning of the checkout process displays your products requested and gives you an opportunity to modify the quantities or to delete the order by placing it in the trash bin.

If you wish to proceed with the order and are a returning customer please enter your login and password to progress through to the next stage. If you have forgotten your password you can use the **Retrieve Your Password** section to have the password resent to your email address.

However, if this is your first time to the site you will need to **Create a New Account**. To do so enter your email address and a user name in the text boxes provided. Click on **Create Account**. This will trigger a password to be sent to your email address. Please return to this screen to complete the **Customer Login** section.

New customers will be taken to a form where you need to complete your contact details. You will only be asked to do this once. You can also use the text box in this section to make any comments that may pertain to any regular orders you make ("please send my orders via registered post" for example). After this screen is completed you'll be directed to the checkout screen.

Once customers are in the checkout screen they are again given an opportunity to amend product quantities or to place their order in the trash bin.

If proceeding with the order you are given the opportunity to make a comment about this specific order (ie "do you have this container in a smaller size"). You can then check that the delivery details are correct. You should then select a payment option.

If you are choosing to pay by credit card you will be given input fields requiring completion. Please note that this is an encrypted site and that also only the last four digits of your credit card number are actually attached to your account. All other credit card details are stored in a separate section for security purposes. Once these details have been retrieved by the Essentials of Australia team the credit card details are then deleted from the site. Again this is to ensure the security of your credit card details. All that remains on the site are the last four digits of your card number, sufficient so you can identify that this is the payment method you wish to use for future orders.

Once a payment option has been selected (and where necessary additional details completed) you will be presented with a **Finalise Order** button. Please click on this button **once** to complete your order. When the full checkout process has been completed you are sent a confirmation email.

Can I track my orders?

Yes, you can.

By returning to the site you can click on **History** and log in to see the status of your order. All your orders are displayed here for you, in a date and time format.

If your order is highlighted in pink it means that the order was not fully completed (ie a payment option may not have been selected or the finalise order button may not have been clicked properly). If this is the case you can enter that order and finalise it from that screen. Please note: an incomplete order will not be automatically processed until additional confirmation is received from you. This can occur either via your accessing the order through **History** and completing it that way or you may be contacted by the Essentials of Australia team and asked to confirm whether or not you wish an incomplete order to proceed.

If an order is highlighted green it means that the order has been completed and sent.

If there is no highlighting on an order it means it is still pending. You can click on the order and see if any comments have been made by the Essentials of Australia team, such as the freight option and costs, whether or not a product is available and so forth.

Is there any tech support?

Yes, there is. If you are having trouble with the site you can contact the Essentials of Australia Tech Support team at techsupport@essentialsofaustralia.com. Someone from the Tech Support Team will contact you within 2 working days to help you resolve your issue.

Who do I contact about my order or about Essentials of Australia products, policies and so forth?

You can contact the Essentials of Australia team via the website by clicking on the **Email Us** button or you can ring us on 07 54424559 or fax us on 07 54490445.