



TOP MARKS

Dear Parents of Our Lady of Perpetual Help School,

TOP MARKS is proud to have been selected as the uniform supplier for **Our Lady of Perpetual Help School**. We assure you that we are committed to serving you to the best of our ability.

We cannot stress enough the importance of receiving your order by the deadline date indicated on your order form. Your cooperation will help us serve you as efficiently as possible.

FITTING DATES (BY APPOINTMENT ONLY)

Our Lady of Perpetual Help School invites you to attend the fitting sessions noted below. The fitting sessions **FOR ALL STUDENTS** will be conducted **BY APPOINTMENT ONLY**. Fitting sessions provide you with the ability to have your child fitted and complete your order form. You may book your appointment using one of the following options:

- Online through our web based appointment system (see back for instructions)
- By calling our Customer Service department at **1-800-667-7105** (Monday to Friday, 6:00am –2:00pm PST)

Date	Time
Wednesday May 4, 2016	2:30pm-7:00pm
Thursday May 5, 2016	2:30pm-7:00pm

Should you be unable to attend the fitting dates above you may place your order using one of the following procedures:

- Online via Top Marks web site at www.topmarks.ca. **(Your school code is OLPO1)**
- By mail or fax. Please complete the attached order form and if necessary, the sizing chart that will help us better determine the right size for your child's uniform.
- By e-mail. Please list the styles you wish to purchase indicating size, colour, quantity as well as the name of the school you are ordering for. Do not forget to include your name, address, telephone number and your credit card number with expiration date.

Unfortunately, we do not accept any orders over the phone.

DELIVERY AND PAYMENT PROCEDURES

For each order placed prior to June 1st, 2016, a 25% deposit is required which can be paid by Visa, MasterCard or personal cheque. Please note that orders paid by cheque are held for 15 working days for cheque clearance. **Please also note that cash deposits must not be mailed.** Regrettably, we will be unable to process any order which is received without a form of payment. **Orders submitted subsequent to June 1st, 2016 will be charged in full.**

SHIPPING DETAILS

- Your order will be shipped to your home via Canada Post.
- Canada Post will notify you via email with a tracking number once your order is shipped. You must provide an email address on the order form in order to take advantage of this feature.
- If your deposit was paid by Visa or MasterCard, the balance owing will be charged to the same card just prior to shipping.
- If your deposit was paid by personal cheque, we ask that you provide us with an additional post-dated cheque dated June 1st, 2016 for the remaining balance. Alternatively, you can provide a credit card for the balance.
- If you are not at home to receive your insured delivery, Canada Post will leave a postcard notifying you that your package is available for pick-up. The postcard will list the address of the local postal outlet where the parcel is being held. Parcels that are unclaimed within 7 days are returned to Top Marks at a cost of \$8.00, which will be charged to you upon re-shipping.

EXCHANGES:

You shall find enclosed with your uniform shipment information on how to proceed with an exchange, if necessary.

Should you have any further questions, please do not hesitate to contact our Customer Service Department using our toll free telephone number, 1-800-667-7105, (Monday to Friday, 6:00am – 2:00pm PST) or you can refer to our online <Frequently Asked Questions> directly from our web site at www.topmarks.ca.

Instructions for Booking Appointments Online

For families who wish to book online, please visit our website at www.topmarks.ca and click “Online Orders”. In order to book an appointment, you must first create a family profile. Please note that if you have already created an on-line profile, simply login to the system and skip directly to # 3.

1. Enter **OLP01** as your school specific password.
2. Complete the registration form.
3. Under the section titled “Appointments”, click “Book Now”.
4. For each child that requires an appointment, please select from the drop down menu whether they are a new student or returning student and click “Verify Availability”
5. Select your desired appointment time and click “Book Now” directly below.

Should you require any assistance during the process, or simply wish to book an appointment by phone, please do not hesitate to contact our customer service department at **1-800-667-7105** (Monday to Friday, 6:00am – 2:00pm PST).

Sincerely,
TOP MARKS