



Dear Parents of St. Ann's Academy,

TOP MARKS is pleased to be the uniform supplier for **St. Ann's Academy**. 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)

St. Ann's Academy 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)

Dates	Times
Monday, May 14th, 2018	2:30pm-7:00pm
Tuesday, May 15th, 2018	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 SAA01**)
- 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.

LIQUIDATION SALE

The school has decided to discontinue the navy sleeveless vest. We currently have stock of this item which we are offering at a 40% discount on a first come, first serve basis, while quantities last. All sales are considered **final, meaning we will not accept returns or exchanges.**

Please note the children will be permitted to wear the vest indefinitely.

You will find attached to this letter a Special Order Form for families to complete should you wish to purchase some vests. Please note that we cannot guarantee the discounted item(s) you have ordered will be available. Should the discounted item (s) you have ordered not be available, we will advise you accordingly. This Special Order Form can be submitted together with your regular order form, in which case you will pay only one shipping charge.

DELIVERY AND PAYMENT PROCEDURES

For each order placed prior to June 1st, 2018, a 25% deposit is required which can be paid by Visa, MasterCard or personal cheque. Cash and Interac are accepted at the fitting sessions. 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.** Regretfully, we will be unable to process any order which is received without a form of payment. **Orders submitted subsequent to June 1st, 2018 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, 2018 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 **SAA01** 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