



## How to place and order

Thank your for taking the time to visit our website. There have many queries in regards to how to place an order with us. Although we do not use the latest technology our process works just as well as others.

Jamais Vu operates solely to accommodate you, the customer. Most of our stock is not kept on hand and is therefore ordered from overseas especially for you. Some stock however is already on hand.

When you have seen an item that you are interested in all you need to do it place an order at [www.jamaisvu.yolasite.com/order-form](http://www.jamaisvu.yolasite.com/order-form) making sure you fill out all the necessary details. Once we receive your order a "Pre-Sale" is then created and emailed to you at the email address supplied by you on the order form. The "Pre-Sale" will show the item(s) you have purchased and the amounts as well as any discounts that needed to be applied. There will also be special instructions in the "Notes" section advising on how, when or where to make a payment as well as any reference details you need when making the payment. It is imperative that the reference number is supplied so that we know who has made a payment. Once payment has cleared (usually up to 3 business days) the order is then processed and ordered and we then await shipment to Australia. On most occasions shipment takes between 3-10 business days (Monday-Friday excl. Public holidays) to arrive in Australia. On arrival to Australia, all items are quality control checked to ensure they have arrived here undamaged to ensure you receive the best quality we can provide. Once the item is quality control checked it is then sent to you via Express Post along with your "Tax Invoice/Receipt" and any other paperwork. On some occasions delays can occur however we will notify you immediately if there will be a delay.

Sincerely,



Laura

Manager

Jamais Vu

