



Learn to be Buddies
Building resilience and strengthening friendships through story-telling.
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If you are not familiar with purchasing products online, here are some answers to

frequently asked questions

Where do I start?

Pick the product that you want to buy and click on the yellow **"add to cart"** button. This will take you to a page where you can fill in an online form to identify how many of the products you want and get the final cost. *You have the option to opt out right up to the final stage of payment.*

How does it work?

The system is run by **Pay Pal** and is a *secure payment system* that is used by a wide number of internet merchants, including ebay. Once you click the "add to cart" button you are going through the Pay Pal checkout.

However, details such as your credit card number, address and email are all stored securely.

Once you have paid, I am notified (see below) and send you your product.

What if I want to buy more than one product, but don't want to buy the *Dave is Brave* Package?

Once you click on the "add to cart" button, you will come to a page where you can nominate how many copies of the product you want. Once you have done this you have two options: **Continue shopping (white button)** or proceed to checkout (yellow button).

If you click "continue shopping" a little box will pop up to say that the site wants to close the Pay Pal window. Click "Ok". Your "cart" will be saved and you can return to it by pressing any of the "add to cart" buttons in the estore. You can do this as many times as you want to purchase *Dave is Brave* products separately if that is what you want to do.

Can I remove items I have decided I don't want?

If you change your mind, simply click the *little box next to the item in the column labelled "remove"* then click the **"update cart"** button. You can also delete and edit the number of copies of a product you are paying for by simply clicking on, deleting and re-typing the number you want. Then clicking the "update cart" button.

How are payments made?

Can I still pay if I don't have a Pay Pal account?

Yes, you can still purchase products in our e-store even if you are not a Pay Pal user.

Once you have decided on your products and are happy with what is in your "cart", click the **"proceed to checkout"** button. This will take you to the page that gives you the options for payment.

The first thing you will notice is the request to log into Pay Pal. You do not have to do this. This is only if you have a Pay Pal account and want to pay this way.

If you don't have a Pay Pal account, you can pay by **Visa card, Mastercard, or Bankcard**. Look for the title on the left of your screen entitled **"Don't have a Pay Pal account?"**. Click the word **"Continue"** and it will take you to a page where you complete your payment details.

Have your credit card details handy. And remember that you can still opt out if you want to.

Why do I have to supply an email or postal address?

Your email and/or postal address are accessed by me as a way of getting the product to you. Once you have paid for your product, *a receipt is forwarded by email to both the seller (me) and the customer (you)*. Thus I am notified of your purchase and am able to post or email your products to you as soon as possible.

Where and when do I get my products?

If you purchased *Dave is Brave* (with or without other products), the *Dave is Brave Package*, or the DVD you should also have paid for postage. Your products will be *posted* to the address you provide in your billing information. If you need it posted to a different address, please provide this in an email to amandag@learn2bebuddies.com.au.

If you purchase the Activity Plans, either of the two games, or the song separately you do not have to pay postage costs unless you want them supplied on CD. If you do not pay postage, you will receive the products via *email*. If you do pay postage, the products will be supplied to you as described above.

You should receive emailed products within a couple of days. Posted products may take up to 10 working days to arrive.

If you have any questions that were not answered here, feel free to email us at amandag@learn2bebuddies.com.au or call on (02) 49 581 562