



Ostomy Association of Melbourne Inc

Reg No: A0025655X ABN: 93 953 917 074

Burwood Industrial Park, Unit 14, 25-37 Huntingdale Rd Burwood VIC 3125

Ph: 03 9888 8523 Fax: 03 9888 8094 Email: orders@oam.org.au

ORDER FORM

SEE REVERSE FOR ORDERING GUIDELINES

Member Number: _____ Date: _____

Surname: _____ Initials: _____

Address _____

Postcode: _____

Phone: _____ Email: _____

For the Month of: _____ Post or Pickup (please choose one)

Signature on delivery is the default option for all deliveries and we cannot guarantee safe delivery of your parcel without it. To have this parcel "safe dropped" at your own risk without a signature tick this box

Brand Name	Product Code	Description	Quantity
FREIGHT		Victoria \$12/Interstate \$15	\$
ANNUAL FEES		Due in June (amounts shown overleaf)	\$
DONATION		Donations of \$2.00 and over are tax deductible	\$
		TOTAL PAYMENT	\$

Payment Method: Cheque/Money Order Visa/Mastercard

Minimum credit card payment is \$24 which will cover two Victorian deliveries

Multiple delivery fees may be paid in advance. Funds will be held in member's personal credit account

Card No: ____ / ____ / ____ / ____ Expiry: ____ / ____

Save this form on your computer

Please allow ten business days for processing and delivery

ONCE AN ORDER FORM HAS BEEN SUBMITTED WE ARE UNABLE TO MAKE ALTERATIONS

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Ordering Guidelines

- Orders must be in writing by post, fax or email - phone orders cannot be accepted
- **Complete the form fully, including the codes for the products required.** Our processors work from the codes; ensure they are listed correctly
- Include a daytime phone number and/or a mobile phone number
- Orders not clearly marked for pick-up will be posted at the member's expense
- An SMS will be sent when a pick-up order is ready for collection if a mobile number is provided
- Allow up to ten business days for processing and delivery
- Check contents immediately after arrival – promptly notify OAM of errors
- **Orders for the current month must be received by the second last business day of that month to ensure we have time to process them before the month ends**

Monthly Limits

- The government limits ostomy products per calendar month – discuss the limits with a stomal therapist and order within the guidelines
- We maintain a record of monthly issues and can identify each month's order
- Orders cannot be backdated

Ordering Cycles

- Members may order in a one-month or two-month cycle (or as needed if less frequent)

Payments

- Credit cards (MasterCard and Visa): Minimum payment is \$24 - this will cover two Victorian deliveries. Larger payments are welcome – funds will be held in the member's personal credit account
- Cheques/money orders: Make payable to Ostomy Association of Melbourne Inc and write the member's name clearly on the back.
- Dishonoured cheques will incur a fee of \$20
- Direct deposits can be made to Westpac BSB 033 058 Acc number 462 479. **Please put membership number and surname as the reference when making a direct deposit.**
- The balance of a member's credit account is shown on the packing slip that ships with each parcel

Annual Fees

Annual fees are due each year in advance, payable in June. They are not refundable but may be paid anytime.

Year	Full	Concession
2017-18	\$65	\$50
2018-19	\$65	\$50

Postage Costs

	Within Victoria	Interstate	Express Post
One-month Issue	\$12	\$15	\$20
Two-month Issue	\$18	\$25	\$30

Donations

- As a not-for-profit organization we welcome donations. Donations of \$2.00 and over are tax deductible.

Holiday Supplies

- Members may request supplies in excess of two months (up to six months) for travelling
- An itinerary must be submitted with the order form and extra time allowed to process holiday supplies
- **Holiday supply orders must be clearly marked "Holiday Supply"**
- Postage costs on holiday supplies are multiplied by months. Eg Four-month supply costs double the two-month issue charge

Belts, Underwear and Support Garments

- Garments should only be ordered on the specific advice of a stomal therapy nurse.
- We cannot exchange belts, underwear or support garments, nor can we advise on sizing.

Stomal Therapy Nurse

Members may see our stoma nurse free of charge. Make an appointment with reception on 03 9888 8523

Questions or Concerns

For further information or help with ordering please call us on 03 9888 8523 or email enquiries@oam.org.au