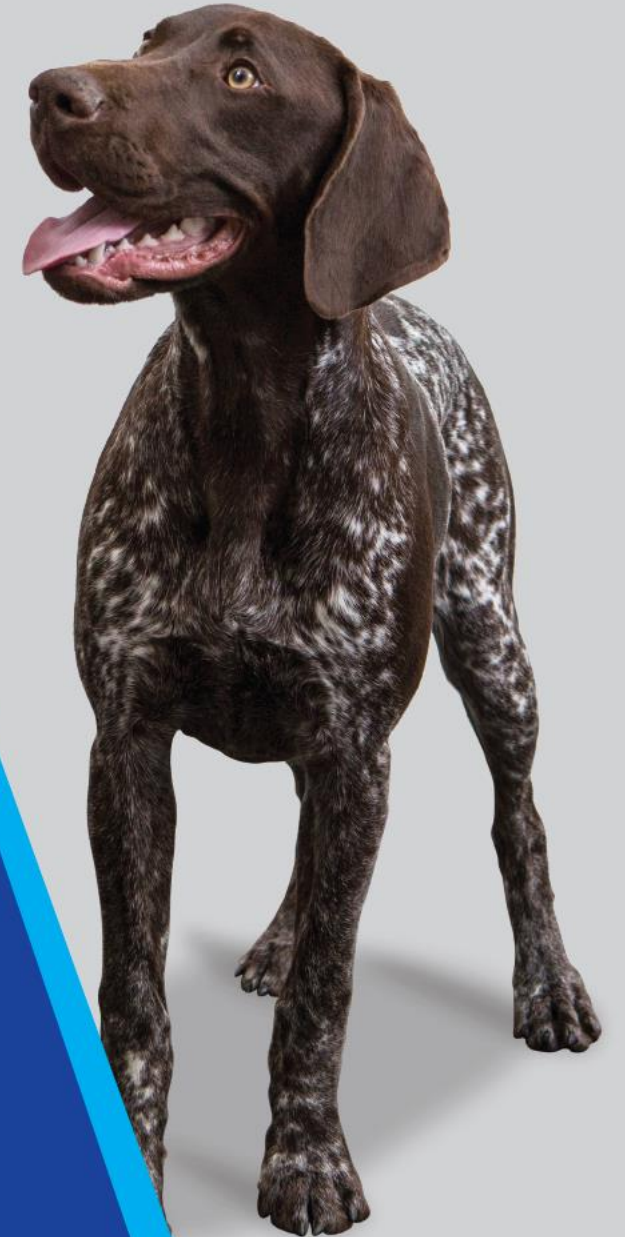


Hotondo Homes  
Merchandise Store:  
Frequently Asked Questions  
(FAQs)



## ORDER ISSUES:

I want to cancel my order, is this possible?

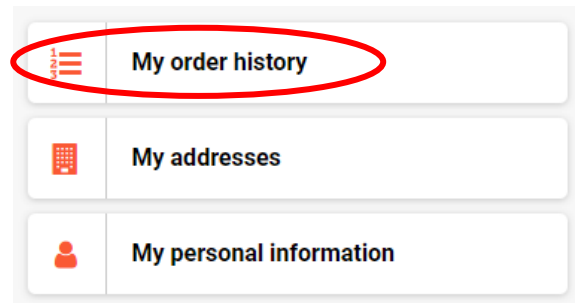
Yes, if the order is still to be shipped or has not been printed this may be possible. Please email the Customer Service Team at [info@hotondo.busplus.com.au](mailto:info@hotondo.busplus.com.au) and supply the order reference number, along with a written request to cancel your order. Please refer to our Terms & Conditions for further information.

Can I make any changes to an order after placing it?

Yes, if the order is still to be shipped or has not been printed this may be possible. Please email the Customer Service Team at [info@hotondo.busplus.com.au](mailto:info@hotondo.busplus.com.au) and supply the order reference, along with a written request to change your order (including specific detail on which product/s you no longer require). Please refer to our Terms & Conditions for further information.

Where can I find my order history?

To locate your order history, simply click on the first tab on the left-hand side of the Merchandise Store homepage:



## ORDER ISSUES:

How will I know when a product is restocked?

For a product that is out of stock, simply click on the 'Notify Me When Available' button. As soon as this stock is replenished, you will receive an email letting you know that this product is now available to order.



NOTIFY ME WHEN AVAILABLE

For clothing items, how can I find out what my size is?

All clothing items on the Merchandise Store are equipped with a Size Guide when you click through to the product preview. Simply click on the Size Guide icon, and a table of measurements relevant to that particular product will pop up:



[Size Guide](#)

Men's L/S Business Shirt										
Size	38	39	40	41	42	43	44	46	47	49
Neck	38cm	39cm	40cm	41cm	42cm	43cm	44cm	46cm	47cm	49cm
Chest	53.5cm	55.5cm	57.5cm	59.5cm	61.5cm	63.5cm	65.5cm	70cm	72.5cm	76.5cm

## DELIVERIES:

How long will my order take to arrive?

If you have ordered any customisable Print on Demand items (business cards or corflute signs), these are printed on a weekly cycle – orders close at 12.00pm (midday) on a Tuesday, for despatch the following Monday. We would combine these with any warehouse stock ordered and ship the total order on the Monday or Tuesday.

If your order contains warehoused stock only, we aim to ship within two (2) business days of receiving your order. Freight timing is dependent upon your delivery location, with road freight being utilised for transport on all orders.

How can I track my order?

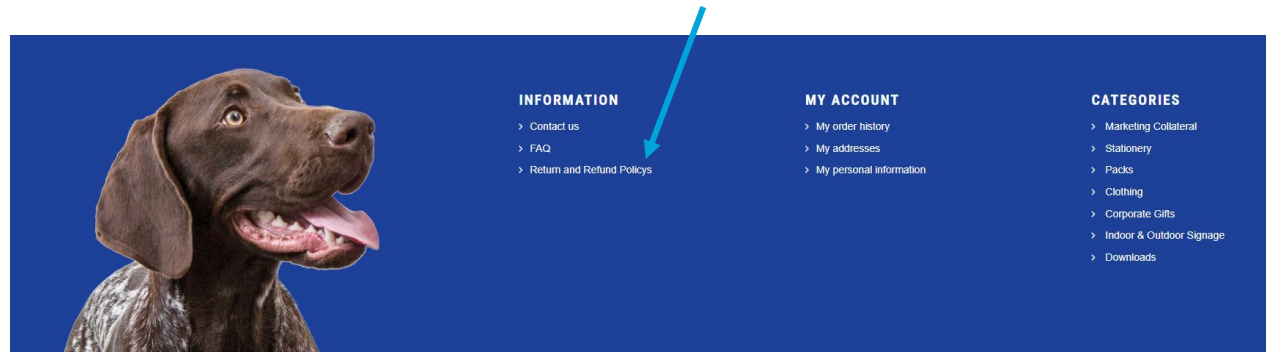
Once your order has been shipped, you will receive an automatic email notification. This email will also contain tracking information and a link to check the delivery status. You can also track your order by visiting the 'Order history and details' tab on the Merchandise Store homepage.

## REFUNDS AND RETURNS:

How and where do I return something?

What happens if something is missing from my order, or if I receive an incorrect/faulty item(s)?

For any of the above issues, kindly refer to the **Returns and Refund Policy** on the footer of the website. If you're unsure or require more information, please email the Customer Service Team at [info@hotondo.busplus.com.au](mailto:info@hotondo.busplus.com.au) along with your order reference number and information on the faulty/missing/incorrect product.



## PAYMENT METHODS:

What payment methods can I use to pay for my order?

Visa or Mastercard are acceptable means of payment for your order. You can also apply any credit/s you may have received for client handovers (subject to Hotondo Homes' eligibility criteria). More information on this process can be found in the following section.

## CREDITS:

How do the Hotondo Homes assigned credits work?

In an effort to phase out the previous (and restrictive) client handover packs with pre-determined contents, Hotondo Homes will now assign you a \$100 credit each time you complete an approved build and pay the required fee to the Support Office. This credit will give you the flexibility to order the merchandise items you need or want, and can also be used to cover the shipping component of an order. Once a credit has been applied to your account in the Merchandise Store, you will be sent an email to notify you that your credit is now available.

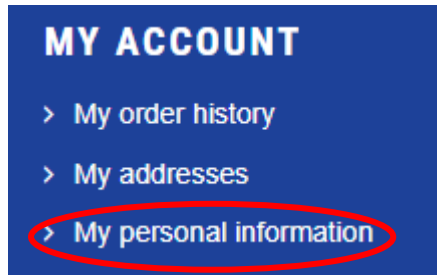
Please note the following:

- Any credit assigned to your Merchandise Store account will be automatically deducted off your next order/s.
- If your order value is higher than the credit value, then you will be required to pay the balance with your credit card.
- If your order value is lower than the credit value, then the credit balance will be available for your next order.
- You will have **three (3) months** to use your credit before it expires, and credits can accumulate.

## TECHNICAL SUPPORT:

How do I change my password?

To change your password, go to My Account (at the bottom of the homepage) and click on 'My Personal Information'. A pop-up screen will appear, allowing you to change your password:



How do I reach out for technical support?

For any other technical support, please email the Customer Service Team at [info@hotondo.busplus.com.au](mailto:info@hotondo.busplus.com.au) with your enquiry.

# Questions?

Please email the Customer Service Team at  
[info@hotondo.busplus.com.au](mailto:info@hotondo.busplus.com.au) with your enquiry.