The Grange P – 12 College

Correspondence to:
PO Box 730 Werribee 3030

College Administration:
Deloraine Campus (7 – 12)
Deloraine Drive Hoppers Crossing 3029
Telephone: 9748 9166 *Facsimile*: 9749 4980
email: the.grange.p12@education.vic.gov.au

Callistemon Campus (P – 6)
Callistemon Drive Hoppers Crossing 3029
Telephone: 9748 6555 *Facsimile*: 9748 6777
internet: www.thegrange.vic.edu.au

Year 7

Dear parents

This letter provides information about voluntary contributions you can make to support The Grange P-12 College for 2027 and other payments you can choose to make.

Victorian government schools provide free instruction. This means all students have free access to all items, activities and services that schools use to deliver the curriculum, including reasonable adjustments to support students with disability. Some families choose to make a voluntary financial contribution to support the school, and we are very grateful for this support. Making a voluntary contribution is your choice. There is no expectation or pressure for families to contribute.

The Grange P-12 College offers a range of items and activities that are additional to the free instruction provided to all students at our school. Financial help is available for extra-curricular items and activities if you are experiencing financial hardship (see further details under Financial Help for Families in the attached information). For a confidential discussion about how to access the financial help available, please contact: Heather Seddon, 03 9748 9166, Email: the.grange.p12@education.vic.gov.au.

If you need an interpreter, please contact 03 9605 3053 and give our school's phone number 03 9748 9166. An interpreter can help you speak with us. This service is free. For more information, please see How to use an interpreter to contact your school.

For more information on the Department of Education's Parent Contributions policy please see the information attached. You can read the full policy at Parent Contributions: Policy | education.vic.gov.au.

Yours sincerely

David Smillie
College Principal

Nicole Cowley
School Council President

The Grange P-12 College 2027 PARENT CONTRIBUTIONS ARRANGEMENTS

Voluntary contributions

If you are the carer of a student in out-of-home care or hold a financially means-tested card (such as a healthcare card), please ignore the invitation to make voluntary contributions.

We encourage any family experiencing financial hardship to contact the school for information about the financial help available for extra-curricular activities like camps and excursions.

Voluntary contributions	Suggested amount – parents can contribute more or less	Amount
Voluntary contributions to enhance our school's range of programs, resources and environment.	**$100**	**$**

Extra-curricular items and activities

The Grange P-12 College offers a range of optional items and activities that are additional to the free instruction provided to all students at our school. Accessing these items and activities does require payment, but financial support is available (see further details under Financial Help for Families below).

Example extra-curricular items and activities include:

- optional activities, camps, excursions and programs
- class photos
- social events like formals.

We have provided confirmed or indicative costs of known extra-curricular items and activities below.

Payment for extra-curricular items and activities with a confirmed cost can be made now or later. Payments can also be made via instalment.

Please contact the school for advice on financial help available for extra-curricular items and activities.

Extra-curricular items and activities	Indicative cost	Confirmed cost (where known)	Parent/carer to select
Science, Humanities, Maths, Arts excursion/incursion	**$50**	**TBD**	
College Sport Days capped 500 students Years 7-12 to secure a place payment and permission note must be received	**$20**	**TBD**	

Wellbeing excursions/incursions	**$25**	**TBD**	
Careers and Pathway excursions/incursions	**$20**	**TBD**	
Year 9 Inspire Team Building Camp and City Experience	**$250**	**TBD**	
***Years 7-12 SSA** Team Building, Pillar Sport Registration and Membership Fees, External Trainers and Equipment			
7-10	**$200**	**$200**	
VCE	**$50**	**$50**	
VM	**$200**	**$200**	
****STEM** Team Building Excursions and Incursions Membership/Competition Fees	**$100**	**$100**	
Total Extra-curricular Items and Activities	**$**	**$**	

*A vital element to support the delivery of the Sports Science Academy is specialised training and coaching. These extracurricular activities are offered to all Sports Science Students and if your child wants to participate in these activities, a payment is required. Further breakdown of cost will be provided once we can establish which programs can run based on demand from families. More programs will be offered based on numbers. Camp Sports and Excursion Funding can subsidise these activities.

The payment is required through our College Administration Team to secure your child's place in these activities.

If you have any questions regarding payment or require assistance, please contact our Administration Team on **9748 9166**.

**STEM Academy students in 2027 will be part of competitions and participate in Team events. Additional costs may be incurred for interstate competitions.

Learning materials for students to own

Booklist items:
You can choose to buy learning materials for your child to individually use and own. These items can be bought from any supplier.

The Grange P-12 College has an arrangement with the following supplier for the materials that you can buy: Lilydale Books.

If you do not buy these items, your child will still be provided with what they need, however they may not be provided with these items to own, or keep, on an individual basis.

If you wish to buy items through the supplier, please see the attached flyer 'How to Order your Booklist' and go to: https://www.lilydalebooks.com.au/schools/the-grange-p-12-college.

If you would like to buy items to own that are not from this supplier, you can use the Lilydale list supplied as a guideline, including information about editions of textbooks and calculator specifications that will be used. These lists are also on our website at https://www.thegrange.vic.edu.au/our-college/document-resource-centre/.

Digital devices:
The Grange P-12 College uses digital devices to support learning.

Students Years 7-12: You are able to buy a device for your child to own. If you do not buy a device, your child will be provided with access as they need for their learning, but it may not be one-to-one, to take home, or to keep.

You can find information about the digital devices our school recommends in the flyer attached also found on our website at https://www.thegrange.vic.edu.au/BYODFlyer-2027, including minimum device specifications.

You can buy the digital device from LWT Learning With Technologies via our order portal at https://thegrangep12.orderportal.com.au ranging approximately $967 to $2,230. You can also buy a device meeting these specifications from any other retailer.

Financial help for families
The Grange P-12 College understands families can experience financial difficulty.

Help is available, including:

- **Camps, Sports and Excursions Fund** – this program provides funding for eligible students, including those in out of home care, and holders of eligible financially means-tested cards (such as health care cards), to attend activities like camps, sporting activities, excursions and incursions that are offered on a user-pays basis.
- **Affordable School Uniforms** - delivered by State Schools Relief, this program helps cover costs such as school uniforms, shoes, and other essential school items where families are experiencing financial hardship or short-term crisis.
- Families experiencing financial hardship can gain assistance from our Wellbeing Team.

Applications for support from the Camps, Sports and Excursions Fund and State Schools Relief are submitted by the school - please contact us to discuss these and other financial help.

For a confidential discussion about how to access financial help, please contact: Heather Seddon. Ph: 03 9748 9166 | Email: the.grange.p12@education.vic.gov.au

Payment methods

- Parents can choose to make multiple contributions to the school throughout the year
- Individual payments for Extra Curricular items can be made at either campus front office between 8.30am and 3.30pm Monday to Friday.
- Credit Card and EFTPOS facilities are available at both campuses.
- BPAY payments are accepted (account reference numbers are on all family statements).
- Payment Plans for Extra Curricular items are available by arrangement with the College Business Manager.

If you want to make voluntary contributions throughout the year, you can:

- decide when to make each contribution
- choose the amount of each contribution.

Refunds

Parent requests for refunds are subject to the discretion of the school and made on a case-by-case basis. Refunds will be provided where the school deems it is reasonable and fair to do so, taking into consideration whether a cost has been incurred, the Department's Parent Contributions policy and guidance, Financial Help for Families policy, and any other relevant information.

Parent Contributions policy

Information for families

FREE INSTRUCTION

Schools give students free instruction in the curriculum. This includes:

- Free access to all items, activities and services that schools use to deliver the curriculum, including reasonable adjustments to support students with disability.
- The Victorian Curriculum F-10, the Victorian Certificate of Education (VCE) including the VCE Vocational Major, and the Victorian Pathways Certificate.
- Free access to all subjects, including elective subjects.
- Free access to select-entry and accelerated programs.

FAMILIES CAN CHOOSE TO CONTRIBUTE

Schools can invite 2 types of voluntary contributions:

Voluntary contributions	Tax deductible contributions
Used towards enhanced educational programs and school environment, and additional resources and opportunities offered by schools	Used towards building and/or library fund (for those schools who have such funds)

Schools must advise the carers of students in out-of-home care and parents and carers who hold a financially means-tested card (such as a healthcare card) that the invitation to make voluntary contributions does not apply to them.

In addition, schools can invite parents and carers to pay for optional:

- Extra-curricular items and activities that go beyond the curriculum - for example, school photos, some excursions and some camps.
- Learning materials for students to individually use and own - for example, textbooks, stationery, and in secondary schools only, digital devices. If these items are not bought or provided from home, schools must provide students with free access to what they need for curriculum delivery.

FINANCIAL HELP FOR FAMILIES

Each school has a contact person who can discuss with parents and carers the financial supports that are available.

Schools must publish their Parent Contributions arrangements on their school website, along with a link the department's Parent Contributions policy.

The Grange P-12 College

Year 7 2027

Complete your booklist online at www.lilydalebooks.com.au/booklist

For the latest information on **trading hours, step-by-step guides for ordering online, FAQs, eBook information** & more, please visit www.lilydalebooks.com.au

Have a question? We are here to help.
Call our friendly staff 03 9739 6186
Email us at info@lilydalebooks.com.au
Visit us at Unit 1, 25-27 Hightech Place Lilydale VIC 3140

Lilydale Books Pty Ltd ABN 30 160 957 004

TOTAL PRICE

English

We strongly encourage the purchase of personal student copies of the relevant English novels being studied throughout the year so that they can mark them up and take them home.

HATCHET (NEW FOR 2027)	$17.00
PAPERBACK OXFORD ENGLISH DICTIONARY	$24.95

English: STEM Academy

We strongly encourage the purchase of personal student copies of the relevant English novels being studied throughout the year so that they can mark them up and take them home.

A MONSTER CALLS...NESS	$19.99
PAPERBACK OXFORD ENGLISH DICTIONARY	$24.95

Humanities

OXFORD HUMANITIES 7 VICTORIAN CURRICULUM STUDENT BOOK + ESSENTIAL DIGITAL ACCESS 3E (Textbook + eBook)	$69.95

Mathematics

CASIO FX82AU PLUS II CALCULATOR 2ND EDITION (Retain for following year)	$42.95

Mathematics: STEM Academy

CAMBRIDGE ESSENTIAL MATHEMATICS FOR THE VICTORIAN CURRICULUM YEAR 7 TEXTBOOK + EBOOK 3E (Textbook + eBook)	$76.95
CASIO FX82AU PLUS II SCIENTIFIC CALCULATOR 2ND EDITION (Retain for following year)	$42.95

Science

Student Laboratory Coat - Available to purchase via Rushfords Uniform Shop.

Students require ONE of the textbook options below

MATILDA GOOD SCIENCE 7 VIC STUDENT BOOK + EBOOK 2E (Textbook + eBook)	$78.00
OR	
MATILDA GOOD SCIENCE 7 VIC STUDENT EBOOK 2E (eBook only)	$35.00
OR	
MATILDA GOOD SCIENCE 7 VIC STUDENT BOOK 2E (Print Only)	$55.00

Science: STEM Academy

Student Laboratory Coat - Available to purchase via Rushfords Uniform Shop.

Students require ONE of the textbook options below (either print + eBook OR eBook only).

CAMBRIDGE SCIENCE FOR THE VICTORIAN CURRICULUM YEAR 7 STUDENT BOOK + EBOOK 2E (Textbook + eBook) (NEW FOR 2027)	$74.95
OR	
CAMBRIDGE SCIENCE FOR THE VICTORIAN CURRICULUM YEAR 7 EBOOK 2E (eBook only) (NEW FOR 2027)	$59.95

Stationery Pack

THE GRANGE YEAR 7 STATIONERY PACK 2027 pack is for all Year 7 students. The contents of your pack are listed below for a total cost of $74.90.

12 x 96 PAGE A4 EXERCISE BOOK 8MM RULED	$13.80
ERASER (LARGE)	$0.65
2 x A4 DISPLAY BOOK 40 POCKETS REFILLABLE	$9.70
3 x BLACK BALLPOINT PEN MEDIUM	$1.35
3 x BLUE BALLPOINT PEN MEDIUM	$1.35
3 x RED BALLPOINT PEN MEDIUM	$1.35
2 x HB PENCIL	$1.30
RULER PLASTIC 30CM CLEAR	$0.85
RULER PLASTIC 15CM CLEAR	$0.65
HIGHLIGHTER PACK OF 6 ASSORTED COLOURS	$5.45
MULTI PURPOSE POUCH 330 X 180MM	$3.55
PROTRACTOR 180 DEGREES 10CM	$0.60

	TOTAL PRICE
SHARPENER DOUBLE HOLE WITH CONTAINER	$1.35
2 x 48 PAGE A4 EXERCISE BOOK 7MM GRAPH/GRID	$2.90
Art Resources Pack	
ROYMAC SERIES 956 FLAT NO.4 TAKLON BRUSH	$6.95
ROYMAC SERIES ACHIEVER ROUND NO. 6 PAINTBRUSH	$4.95
FABER CASTELL GRAPHITE 8 PIECE SKETCH SET	$10.45
SCISSORS SCHOOL BLUNT SAFETY TIP 152MM	$1.85
2 x GLUE STICK 40 GRAM	$2.90
12 MICADOR COLOUR PENCILS MSHIELD	$2.95

Lilydale BOOKS

HOW TO ORDER YOUR BOOKLIST

1. Visit https://www.lilydalebooks.com.au/schools/the-grange-p-12-college
2. Select your school, then click 'Start Booklist Order'
3. Enter student details and select year level
4. Select delivery method
5. Select subjects and items
6. Checkout!

FLEXIBLE DELIVERY OPTIONS ARE AVAILABLE, INCLUDING:

- **Home delivery:** Free delivery on all student orders over $300 until Friday, 4 December 2026.
- **Click & Collect:** Collect your order from Lilydale Books at Unit 1, 25-27 Hightech Place, Lilydale VIC 3140. Click & Collect orders are processed through a priority collection queue.
- **School Collection:** Tuesday, 19 January 2027, Lilydale Books will be onsite at Deloraine Campus between 10am - 3pm. Collection of pre-ordered books outside these times will be from the Main Administration Office.

We're here to help.

Call our friendly staff on 03 9739 6186

Send us a message at info@lilydalebooks.com.au

Visit us at Unit 1, 25 - 27 Hightech Place Lilydale VIC 3140

First time ordering? Watch our step-by-step videos here:
www.lilydalebooks.com.au/how-to-order-booklist

NOONE
BEST IN CLASS SINCE 1947

The Grange P-12 College

Pricelist Valid Until 30th Of June 2027

Uniform	
Soft Shell Jacket - Navy With Logo **(All Sizes)**	$69.95
Puffer Jacket - Navy With Logo **(All Sizes)**	$69.95
Jumper - Navy Wool Blend With Logo **(All Sizes)**	$75.50
Dress - Navy/Teal/Gold Stripe	Child $54.50
Dress - Navy/Teal/Gold Stripe	Adult $69.95
Tunic - Junior	$76.95
Skirt - Navy/Teal/Gold Stripe **(Yr 7-12 ONLY)**	$79.95
Trackpants - (Prep-6) Navy Choices	From $34.95
Shirt Short Sleeve - White With Navy Insert In Collar And Logo	$34.50
Shirt Long Sleeve - White With Navy Insert In Collar And Logo	$36.50
Blouse Short Sleeve - White With Navy Insert In Collar And Logo	$34.50
Blouse Long Sleeve - White With Navy Insert In Collar And Logo	$36.50
Shorts - Navy Choices	From $27.95
Slacks - Navy	$69.95
Trousers - Navy Choices	From $44.95
STEM Uniform	
STEM Short Sleeve Polo - With Logo	$34.50
STEM Long Sleeve Polo - With Logo	$38.50
Sport Uniform	
PE Sports Polo - Short Sleeve ***Prep to Year 6 Sports Polo can be worn as everyday uniform**	$34.50
PE Sports Shorts - Microfibre Navy Choices	From $29.95
PE Trackpants - (Year7-12) Navy Choices	From $45.00
Accessories	
Socks Ankle 3 Pack - White Or Navy	$17.95
Socks Knee Hi 2 Pack - Navy	$15.95
Tights Cotton - Navy	From $19.95
Sport Socks 3 Pack - White	$17.95
Lab Coat - White, Compulsory Year 7 - 10 **(Item Subsidised By School)**	$24.95
Slouch Hat - Navy With Logo	$17.95
Legionnaire Hat - Navy With Logo	$17.95
Cap - Navy With Logo	$16.50
Beanie - Navy With Logo	$16.50
Scarf - Navy With Logo	$24.55
Gloves - Navy	$9.95
Hijab - Navy	$22.00
Raincoat - Polar Fleece Lined, With Logo	$52.95
Back Pack - Navy With Logo	From $59.95
Name Labels- Pre Ordered Garment Name Labels (Sew Or Iron On) Pack Of 50	$25.00



*Prep to Year 6 Sports Polo can be worn as everyday uniform

Prices Subject To Change Without Notice

Trading Hours

Monday- Friday: 9am - 5pm, Saturday 9am-1pm

Shop Address: 54 Old Geelong Road Hoppers Crossing VIC 3029

Email: Hopppersc@tr.group

Phone: (03) 9749 0543

https://www.noone.com.au/school/the-grange-p-12-college/shop

NOONE
The Grange P-12 College
Scan for uniform details

The Grange P-12 College

Pricelist Valid Until 30th of June 2027

Sport Science Academy	
Training Top - Crew Neck	$39.95
Training Jacket	$82.95
Sport Shorts - Regular Length (Capri)	$41.95
Sport Shorts - Long Length (Speed With Stretch Gusset)	$44.95
Sport Shorts - Regular Length (With Built In Brief)	$57.95
Rugby Shorts - Navy	$39.95
Socks - Navy Long Length	$15.00
Socks - Navy Short Length	$10.50
Polo Short Sleeve - Navy With Logo	$37.95
Polo Long Sleeve - Navy With Logo	$47.95
Singlet	$30.50
Trackpants - Navy With Logo	$71.95
Name Labels- Pre Ordered Garment Name Labels (Sew Or Iron On) Pack Of 50	$25.00

Prices Subject To Change Without Notice

Trading Hours

Monday- Friday: 9am - 5pm, Saturday 9am-1pm

Shop Address: 54 Old Geelong Road, Hoppers Crossing, 3029

Email: HoppersC@tr.group

Phone: 03 9749 0543

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The Grange P-12 College

Scan for uniform details



The Grange P-12 College Order Portal

Order Online at https://thegrangep12.orderportal.com.au

Why LWT Order Portals?

LWT is one of the largest education IT resellers in Australia and have over 20 years of experience providing and supporting devices sold into schools.

Products differ from those available in retail stores, as they are generally more robust and selected for their compatibility to your school's ICT infrastructure and curriculum as well as ensuring better ongoing support.

With our bulk buying power and access to special education pricing, we provide the right products at the best pricing.

thegrangep12.orderportal.com.au

Commercial Grade Devices with Longer Battery Life
The devices we offer via our portals are commercial grade that you won't find in a retail store. Built to a higher quality and most coming with 3-year warranty options they are designed to last longer than their retail counterparts.

Hassle Free Quick Onsite Servicing
The student environment often leads to a higher number of repairs. When purchased, onsite support at the school greatly reduces frustrations for parents. Getting a retail device repaired usually takes weeks and quite often requires the parent to take time out of their day.

Accidental Damage Protection & Extended Warranty
All our devices have options for Accidental Damage protection with quick repair times. We use manufacturers policies not third-party products to help guarantee parts availability.

Dedicated Order Portal Hotline
To ensure your call is directed to the right person, we have a dedicated hotline just for portal related calls. You can call us with ordering, payment and delivery enquiries on 1300 839 605 or email sales@lwt.com.au.

$250 Lay By Service
We offer a $250 deposit option to secure a device and let you pay much closer to the delivery date.

12 Month Payment Plans
12-month payment plans that are approved online via Latitude or Zip. These plans can help spread the upfront cost for parents.



The Grange P-12 College Order Portal

Order Online at https://thegrangep12.orderportal.com.au

Windows Devices

	Lenovo 100w Gen 5 - 11.6" Non Touch Intel N150 8GB 128GB	Lenovo 500w 2-in-1 Gen 5 - 12.2" N150 8GB 128GB	Lenovo 500w 2-in-1 Gen 5 - 12.2" N150 8GB 256GB
			
SCREEN	**11.6"** Non-Touch (1366x768)	**12.2"** Touch Screen (1920x1200)	**12.2"** Touch Screen (1920x1200)
CPU	**N150** Intel N150 - 4 Cores up to 3.6GHz	**N150** Intel N150 - 4 Cores, up to 3.6GHz	**N150** Intel N150 - 4 Cores, up to 3.6GHz
RAM	**8GB** DDR5	**8GB** DDR5	**8GB** DDR5
HDD	**128GB** SSD	**128GB** SSD	**256GB** SSD
BATTERY	Up to 10 Hours Battery	Up to 10 Hours Battery	Up to 10 Hours Battery
CAMERA	Front Facing	Front and Rear Facing	Front and Rear Facing
OS	Microsoft Windows 11 Pro Academic	Microsoft Windows 11 Pro Academic	Microsoft Windows 11 Pro Academic
Warranty / Insurance	See Website	See Website	See Website



The Grange P-12 College Order Portal

Order Online at https://thegrangep12.orderportal.com.au

Windows Devices

	Lenovo Thinkpad E14 Gen 8 - 14" Non Touch, Core 5, 16GB, 256GB 	**Lenovo 13w 2-in-1 Gen 3 - 13.3", Core 5, 16GB** 	**Lenovo ThinkPad L13 2-in-1 G6 - 13.3", Ultra 5, 16GB, 512GB** 
SCREEN	**14"** Non-Touch (1920x1200)	**13.3"** Touch Screen (1920x1200)	**13.3"** Touch Screen (1920x1200)
CPU	**Core 5** Intel Core 5 320 - 6 Cores, 2 up to 4.6 GHz	**Core 5** Intel Core 5 120U - 10 Cores, 2 up to 5GHz	**Ultra 5** Intel Core Ultra 5 225U - 12 Cores, 2 up to 4.7GHZ, AI NPU with 12 TOPS
RAM	**16GB** DDR5	**16GB** DDR5	**16GB** DDR5
HDD	**256GB** SSD	**256GB** SSD	**512GB** SSD
BATTERY	Up to 16 hours	Up to 10.9 Hours Battery	Up to 11 hours
CAMERA	**1080p** IR Camera	**Front and Rear Facing**	**Front and Rear Facing**
OS	Microsoft Windows 11 Pro Academic	Microsoft Windows 11 Pro Academic	Microsoft Windows 11 Pro Academic
Warranty / Insurance	See Website	See Website	See Website

**** Prices subject to change. Check your portal for current pricing. Document created 14 Oct 2026.***



The Grange P-12 College Order Portal
Order Online at https://thegrangep12.orderportal.com.au

Frequently Asked Questions

What to buy

How do I know what to buy for my child?
This will largely depend on the subjects the student is studying, always seek advice from the school if you're unsure, our team are also available to assist.

Everything on the portal has been selected and approved by your school for your school's curriculum.

Do I need to buy software?
Your school decides what software they require.

Sometimes software is included as part of the agreement with the school. Contact your school for more information.

Do I need to buy insurance or warranties?
All insurance and warranty extensions are optional. Your school may select the product it thinks is most suitable for your school environment.

You don't have to purchase accidental damage protection with your unit, but it can help lock in costs and ensure quicker onsite repair. For full information please refer the PDS.

If I have more than one child at the school, do I need to place a separate order for each child?
Yes, you will need to complete an order for one child at a time. This is to help track the unit provided to each student.

Where can I buy a new charger/stylus/bag after I receive my device?
You can buy accessories for your product via the Buy Accessories page on your school portal.

Questions about Payment

What methods can I pay by?
Credit Card, Direct Deposit (BPAY), Finance options via Latitude and Zip.

Is my credit card secure online?
We use an industry standard platform to transact all credit card payments via Westpac. It is a highly secure system and all details submitted are encrypted. We do not store any credit card information.

My credit card doesn't work online what's wrong?
Our credit card portal uses a technology called "3D Secure 2.0" to stop credit card fraud. Unfortunately, not all banks subscribe to this service and some cards may be declined. If this happens you can continue your order by choosing to have your invoice sent to you and we'll process it from there.

What is "Lay-by $250 deposit"?
If you choose this option, we will reserve the stock for your order. This gives you the flexibility to pay it off over time. Please note: your device will not ship until you have paid the balance in full.

Can I split my payments?
You can make as many payments as you like. We won't ship your order until it's fully paid.



The Grange P-12 College Order Portal
Order Online at https://thegrangep12.orderportal.com.au

Frequently Asked Questions

What is "Buy with Finance"?
We have Finance options supplied by both Latitude and Zip. They allow you to spread out your repayments over time and receive your device upfront. Please read terms and conditions carefully as these are finance products and fees and penalties apply. Not all portals may carry finance offerings.

When do finance payments start?
Payments start shortly after the device leaves our warehouse.

Delivery Questions

When will I receive my goods?
You'll see shipment timeframes when placing orders. Goods that are in stock usually dispatch within 3 days. If any configuration work is required, please allow an extra week for delivery. During peak periods such as January, shipment times may increase so it is recommended to order early.

What If I'm not home when the goods arrive?
Australia Post will leave a card.

Warranty and Support Questions

How is warranty supplied?
Depending upon the warranty purchased, repairs will be carried out onsite or the unit will be returned to a service centre for repair.

What's covered by warranty?
Only the hardware is covered by standard warranties against manufacturer fault. Software/physical damage are not covered. Asus and Lenovo do have education warranties that cover damage caused by drops and spills. This will be indicated on the portal.

What do I do if my unit gets damaged and I don't have accidental damage protection?
We can supply a quote and repair cost for fixing a broken unit.

What if I have a problem with my software?
We only provide the hardware and unfortunately can't supply advice. If you have a school supplied image your school should be able to assist.

Your order

How can I see/track my order?
You'll receive an email with an online link that lets you track your order status. You can also access this page via the school portal and click "Check my Order".

Can I cancel my order?
If you need to cancel your order, please contact our Customer Service Team. You can submit a request in writing via sales@lwt.com.au, please supply your Online Order ID, or call our team on 1300 839 605.

Can I change my order?
Before your device ships we can change your order for you. You can submit a request in writing via sales@lwt.com.au.