

Q. Is there a minimum order?

A. YES, a minimum order of \$50 is required to place a pre-order.

If your shopping list equates to less than \$50 please visit our shop on Christmas Eve as we cannot proceed with the pre-ordered seafood process for less than the minimum order amount (\$50).

To process & confirm your order a **[non refundable] deposit of \$50 is required.**

This will need to be paid at the time of ordering. You can **place an order** either **in person through our Seafood Market, over the phone or online via our secure shop facility.** The balance of your order is payable upon collection. Our Pre-order seafood online system gives you a price range use this as a guide so you can work out your budget. Your seafood order will be picked & packed on the 23rd of December with the daily market prices applied accordingly.

Q. What happens if after the market prices are applied on the day and my order falls a little below \$50?

A. EASY, we will refund you the difference on the day.

Q. Do I need an esky?..... How will my order be packed?

A. NO!

Your order will be packed in a POLY ESKY; this cost will be automatically added to your account. Poly eskies come in small \$11, medium \$12 and large \$13 - *poly eskies are compulsory.*

Q. What happens if I forget my password?

A. When you register you will receive a **welcome e-mail containing your e-mail log in address and password.** If you forget your password log back on to our Seafood Ordering site and click '*forgot my password*' link and the welcome e-mail will be re-generated and automatically sent to your e-mail box.

Q. If I don't wish to pay with my credit card online can I phone it through?

A. NO!

If you don't wish to pay with your credit card online you will need to phone your order through to our shop or alternatively place an order in-store.

Morgans Seafood Market 3203 4592

Q. What happens with my personal information?

A. Your private contact details are collected only for the purpose of identifying you and your order and to fulfill the requirements placed upon us **for online credit card transactions.** Your personal details are stored on a SSL secured server and will not be used for any other purpose nor given to any third party groups or used for any other marketing purposes. If you have elected to join our newsletter then you will receive occasional updates from us informing you of our latest offers, special promotions... newsletters are broadcast in working hours - periodically (approx once per month).

Q. Can I order seafood to be picked up on a different day?

A. IN-STORE YES! ... BUT NOT ONLINE! - ONLINE ORDERS ARE FOR CHRISTMAS EVE PICK-UP ONLY

You can order seafood in-store or by phone for pick up on a different day. Unfortunately you are not able to order online for any other pickup time / day other than Christmas Eve.

All online pre-orders must be collected on Christmas Eve (24th December) 7AM – 4PM

Q. I have confirmed my order and paid the deposit online with my credit card and I have not received a confirmation e-mail yet?

A. Please remember that your credit card information is **stored on a secure server and processed offline by our Morgans head office (during office hours Monday to Friday)** so there could be a small delay whilst our office processes your order. If you do not receive this e-mail within 3 WORKING DAYS please contact our Head Office 3203 4799.

Q. Can I change my order once it has been saved and I have paid my deposit?

A. YES!

You can **add, edit or change** your order up until the cutoff date – **Monday 21st December 5:00PM.**

Q. Can I order seafood for family members through my account?

A. YES!

You can have a number of different orders saved under your user profile. This is so you can order for family members etc. Please remember the standard order conditions and requirements apply to each order for example; a deposit is required for each order and each order will be packed in a separate poly esky. You will receive confirmation e-mails with the [order name] each time you create a new cart and pay your deposit.