



Dear Parents and Students of Rosseau Lake College,

TOP MARKS is pleased to be the uniform supplier for Rosseau Lake College. We assure you that we are committed in serving the Rosseau Lake College community to the best of our ability. We cannot stress enough the importance of receiving your order by the deadline date indicated on your order form. Your cooperation will help us serve you as efficiently as possible.

Top Marks invites you to attend the fitting session noted below during which you can have your child fitted **and** complete your order form. Our company representatives will be present to assist you.

**Saturday, June 13th, 2009 9:30am – 1:30pm
at Rosseau Lake College**

Should you be unable to attend the fitting session above you may also send us your order form using one of the following procedures:

- By mail or fax. Please complete the attached order form and if necessary the measurement summary that will help us better determine the right size for your child's uniform.
- By e-mail. Please list the styles you wish to purchase indicating size, colour, quantity as well as the name of the school you are ordering for. Don't forget to include your name, address, telephone number and your credit card number with expiration date.
- On-line via our web site www.topmarks.ca. Your school code is **RLC01**

Unfortunately, we do not accept any orders over the phone.

DELIVERY AND PAYMENT PROCEDURES:

Please note a 25% deposit is required with each order and can be paid by Visa, Master Card or cheque. Regretfully, if we receive an order form without payment authorization, we will be unable to process it. **We will charge your credit card for the full amount if your order is received after July 1st, 2009.**

CANADIAN ORDERS:

- All orders **with a Canadian address** will be shipped via Canada Post to the address noted on the order form. Please provide if required, an alternate shipping address. Shipping charges are \$7.00. Canada Post will notify you via email with a tracking number when your order is shipped. Please provide your email address where requested on the order form.
- If you pay the deposit by Visa or Master Card, the balance owing will be charged to the same card just prior to shipping.
- If you pay the deposit by cheque, we ask that you provide a post-dated cheque dated July 1, 2009 for the balance. Alternatively, you can provide a credit card to pay the balance.
- If you are not at home to receive your insured delivery, Canada Post will leave a postcard notifying you that you have a package for pick-up and will list the address of the local postal outlet where you can pick it up. Parcels that are unclaimed within 7 days are returned to Top Marks at a cost of \$8.00, which will be charged to you upon re-shipping.

INTERNATIONAL ORDERS:

- **International orders** will be shipped directly to the School **in advance of the start of the school year.**
- If you pay the deposit by cheque, we ask that you provide a post-dated cheque dated July 1, 2009 or provide a Visa or Master Card for the amount of the balance. Your credit card will be charged the balance owing just prior to shipping your order to the school. Please make certain the credit card provided is an activated card.

EXCHANGES:

You shall find included with our shipment of your uniform information on how to proceed with an exchange, if necessary.

Should you have any questions whatsoever, please do not hesitate to contact our customer service department using our toll free telephone number, 1-800-667-7105 (Monday to Friday, 9:00am – 5:00pm) or you can also refer to our on-line <Frequently Asked Questions> directly from our Web site at www.topmarks.ca.

Thanking you in advance for your co-operation.

5760 Ferrier Street, Montreal, Quebec H4P 1M7
Tel: (514) 344-5454 Toll Free: 1-800-667-7105 Fax: (514) 344-5350
E-mail: info@topmarks.ca Website: www.topmarks.ca