

ONLINE ORDERING & PAYMENT

How Do I Order Online?

1. Browse the website and add any items you wish to purchase by clicking **Add to Cart**
2. After you have added the last item you wish to purchase to your shopping cart, click **Checkout**
3. Log in to your existing account or create a new account
4. Enter the Billing address, and the Shipping address if different to the Billing address.
5. Review the order details
6. Choose the payment method (either PayPal or Direct Deposit)
7. Click **Submit Order** if you are paying by credit card

How do I know if an item I ordered is on back order?

Most of our products are in stock. Generally we do not accept back orders for products that are out of stock.

Can I cancel or change my order?

Orders can be cancelled or changed if they have not been shipped. Please be aware that orders are generally shipped within two working day, so it is advisable to call us on 03 6234 2286 as soon as possible if you want to cancel or change an order.

How can I check the status of my order online?

You can follow the fulfilment status of your order from the My Account section of our website. After your order has been fulfilled, a confirmation email will be sent to the email address you provided. This email will provide you with an Australian eParcel tracking number. You can track the shipping status of your order at www.auspost.com.au/track.

Can I place an order from a foreign country?

You can place an order from a foreign country; however orders can only be shipped to an Australian postal addresses.

Payment Information

What forms of payment are accepted?

We accept payment for products via:

- PayPal where Australian debit and credits cards can be used, or
- Direct deposit to Ware Bros Cutlery – The Knife Shop's bank account.

When is my credit card charged?

When you place an order using a credit card, the total dollar amount is authorised by your credit card company at the time of your purchase. Once this amount is authorised, your credit card will be debited the total amount of the order.

If you place an order and change your mind before the order is shipped, then you can contact us on 03 6234 2286 and we can easily reverse the transaction.

If your credit card is declined when placing an order then your order will not be created in our system. If at any point you are unsure if an order has gone through or not please contact us on 03 6234 2286 and we will assist you.

Is my credit card and account information secure?

Ware Bros Cutlery – The Knife Shop is a safe and secure site. We have advanced SSL (Secure Socket Layer) encryption and authentication software in place to ensure that your credit card and account details remain secure.