

Send us a message

We'll reply to you within the next five business days.

Message *

I have since joined Amazon Prime and in addition to getting all my postage for free I get access to a stream service I find as good as Netflix.

Well, that was my little gripe. I hope in the future you will make online shopping from you for country customers a little more viable. I'm sure you pay really clever marketing people to come up with these ideas. Perhaps an Officeworks Country Membership to get that postage down!

Preferred contact method:

- Email
 Phone

Name *

Ian Schlein

Customer ID

50036942

Order number

NA

Email *

ianschlein@gmail.com

Phone

0414625836

Post code

5343

Privacy Policy and Terms of Use

I have read and agreed to the [Officeworks Privacy Policy and Collection Statement](#) and the [Officeworks Terms of Use](#) *

Verification expired. Check the checkbox again.

I'm not a robot



Send

If you prefer to speak to us, call on 1300 OFFICE (633 423).

Dear Officeworks,

I am using this medium to contact you as nowhere on your website could I find and address to send a letter (you know the ones with paper and envelopes and stuff). The reason i wanted to do it that way is that I 'screen grabbed' an online order I was going to send; I suppose i will just have to explain the details.

On the 4th April 2020, I was placing an order for Pilot Frixion Erasable Get Ink Refills (2 blue, 1 red and 1 black). the total order amount came to \$26.32. it is very difficult to obtain them where I live in the country in Berri, which is in the Riverland in South Australia; the nearest Office Works store is in Mildura (144km) or Elizabeth in Adelaide (182).

So, I was already to place my order when I saw that the delivery Fee was \$25.95.

Wow!

I went to you guys as an online to order as I trusted your business as I had been shopping there for many years prior to moving to the country.

I just thought, wow! Almost the cost of the product to post it to me! I checked a few other sites, where the cost of the pens was considerably less, but just didn't trust them?

I just thought I'd let you know I was pretty disappointed. With COVID19 and the ongoing restrictions, plus the limitations of products in country areas I just thought that on line shopping with a company I could trust was a real viable option.

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I hope you are all healthy and well during the COVID19 pandemic and you are staying safe and looking after your staff; they are always kind and helpful when I shop in store.

Kindest Regards,

Ian Schlein