

Swindon Book Co., Ltd. Textbooks Supply Service Policy

Sha Tin College has appointed Swindon Book Co. Ltd. to provide textbook supply services for 2009-2010. To facilitate timely supply of books at the beginning of the term, please follow the guidelines as listed below. Please pay added attention to the items in **BOLD**.

Purchasing & Ordering Services

1. Textbooks can be purchased using order forms. These order forms will be easily available in different ways:
 - a) **on the Swindon website (www.swindonbooks.com) beginning on 15th June, 2009**
 - b) at two retail store locations: **Swindon Book Co, 13-15 Lock Road, Tsim Sha Tsui, Kowloon** and at **Hong Kong Book Centre Ltd., 25 Des Voeux Road Central, Lower Level, Hong Kong**
2. All textbooks are subject to a 5 – 10% discount off normal retail price (except for specially priced items). The booklist shall clearly indicate the final discounted net price of each book.
3. Students can order and purchase their textbooks in person at Swindon Book Co., Ltd. 13-15 Lock Road branch in Tsim Sha Tsui.
4. Students are required to pre-pay (by cash or credit card) for their order in full and Swindon will issue an order confirmation to students for their record. Upon arrival of their books, Swindon will notify students to collect their books by email.
5. Students can also purchase via Swindon's website at www.swindonbooks.com. Web orders must be settled by credit card. The online service is available from mid-June when the book list is finalized and uploaded. Please indicate choice of collection location for pickup on your order form. Swindon will notify students to collect their books by email.
6. When website orders are available for collection. You will be notified by email.
7. **Students should submit their orders on or before 15th July 2009 in order to guarantee order fulfillment by 21st August 2009 (start of new term) the latest.** We will do our best to service all orders submitted after 15th July but cannot guarantee books will arrive on time at the start of term as order fulfillment from publishers also depends on stock availability.
8. Delivery lead-time for out of stock items would be approximately two to three weeks subject to publishers' availability. Late orders submitted in September may also experience a wait of two to three weeks depending on stock availability at publishers' warehouse..
9. Swindon shall notify Shatin College if there are any out of stock/waiting for reprint titles that cannot be immediately supplied by the publishers. Under these circumstances, students may have to wait about 6-12 weeks for the book to arrive.

Cancellation and Returns Policies

1. Order cancellations or book returns will be accepted only for reason of change of subject. Students must present sales receipt upon return and books must be in good condition with no markings. Damaged and used books (with names & notes etc. marked inside the book) will not be accepted.

2. Swindon Book Co., Ltd. will issue an exchange note in the equivalent value to the cancelled order / returned items for future purchase. Exchange notes will be valid for one year from the date of issue and these notes are not redeemable for cash.
3. **Deadline for book return is 30th September 2009. No returns will be accepted after this date.**

Date: 4th June 2009