

Island School has appointed Hong Kong Book Centre to provide textbook supply services for 2011–2012. 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 Hong Kong Book Centre website (www.hkbookcentre.com) beginning on 27th June, 2011**
 - b) **at two retail store locations: Hong Kong Book Centre Ltd., 25 Des Voeux Road Central, Lower Level, Hong Kong and Swindon Book Co, 13–15 Lock Road, Tsim Sha Tsui, Kowloon.**
2. All textbooks are subject to a 5% – 10% discount off normal retail price (except for special net priced items). The booklist shall clearly indicate the final discounted net price of each book. This special discount is only applied at Hong Kong Book Centre, Central branch and Swindon, Lock Road
3. Students can order and purchase their textbooks in person at and Hong Kong Book Centre, branch in Central and 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 Hong Kong Book Centre will issue an order confirmation to students for their record. Upon arrival of their books, Hong Kong Book Centre will notify students to collect their books by phone/email.
5. Students can also purchase via Hong Kong Book Centre website at www.hkbookcentre.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. Hong Kong Book Centre will notify students to collect their books by phone/email.
6. When website orders are available for collection. You will be notified by phone/email.

7. **Students should submit their orders on or before 15th July 2011 in order to guarantee order fulfillment by 23rd August 2011 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 longer wait depending on stock availability at publishers' warehouse.
9. Hong Kong Book Centre shall notify Island School if there are any out of stock/waiting for reprint titles that cannot be immediately supplied by the publishers. Under these circumstances, Hong Kong Book Centre shall be continued to monitor available date with publishers and keep Island School and students informed.

Cancellation and Returns Policies

1. Order cancellation 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. Hong Kong Book Centre 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 23rd September 2011. No returns will be accepted after this date.**

Date: 23rd June, 2011