




PACIFIC BOOKSTORES PURCHASE GUIDE (PRIMARY)

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| ONLINE ORDER (Home Delivery OR Self Collection) *strongly encouraged | <p>1) Please visit our website - https://www.pacificbookstores.com/ 2) All users are required to create a NEW ACCOUNT with us to proceed for ordering</p> |
| LAUNCH DATE FOR ORDERING | 10 th November 2021 (All Levels) (For collection during Nov & Dec) |
| LAST DAY OF ONLINE ORDERING | 13 th December 2021 (All Levels) (For collection during Nov & Dec) |
| HOME DELIVERY | Local delivery charge of \$13.80 |
| SELF COLLECTION HOURS | Kindly refer to the Dates and Time stated on the reverse side of the booklist OR as indicated on our website |
| PAYMENT OPTIONS | <p>PayNow (QR code)</p> <p>Credit/ Debit  </p> |
| CANCELLATION/EXCHANGE POLICY | <p>1) All purchases are final. 2) Cancellations and refunds will not be entertained. 3) However, exchanges are allowed.</p> |
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| ONSITE PURCHASE (BOOKSHOP) Walk-In | Do visit us on the dates stated in the booklist |
| BUSINESS OPERATION HOURS | Mon to Fri (9am to 3pm); Saturdays & Eve of Public Holidays (8.30am to 11.30am) |
| PAYMENT OPTIONS | <p>Nets wave (DBS and POSB) </p> <p>PayNow (QR code) Cash</p> |
| ONLINE BUYING FAQ | <p>Home Delivery: https://www.pacificbookstores.com/home-delivery-faq</p> <p>Self Collection: https://www.pacificbookstores.com/self-collection-faq</p> |
| CUSTOMER SERVICE CONTACT | <p>HOTLINE : 65592269 (9am to 5pm, Mon to Fri); (9am to 1pm, Saturdays & Eve of Public Holidays)</p> <p>EMAIL : sales@pacificbookstores.com</p> |