



Online Purchase of Textbooks 2022

In consideration of the current COVID 19 Pandemic climate, Pacific Bookstores will implement the following procedures for Nov - Dec books sale to all our valued customers to ensure a safe, smooth and pleasant purchase experience.

All parents to make their purchase via our online platform (<https://www.pacificbookstores.com>). This platform will enable you to purchase with the option of Home delivery or Self-collection.

We will not serve walk-in customers who have not placed online orders beforehand. This is to provide us time to pre-pack the orders and to ensure Safety Measures are observed.

Please find below the guided procedures for your purchases:

HOME DELIVERY

- 1) Customer to go to our website <https://www.pacificbookstores.com>
- 2) On the top right hand corner
 - All customers will need to create an account using your own choice of email address and password.
- 3) Upon logging in, customer will be prompted to “Add Student Profile”
- 4) Setup Student Profile and proceed to **PURCHASE BOOK NOW**.
- 5) Select Shipping mode:

Select Shipping Method

☒ Home Delivery

☐ Self Collection

- 6) Proceed next step to purchase School Booklist Item.
- 7) Review of Order cart and Check out. Select date and time of delivery.
- 8) Customer to fill up relevant details and complete with their preferred payment via (Visa /Master / Debit Cards / PayNow).



SELF COLLECTION

(Collection at School Bookshop)

- 1) Customer to go to our website <https://www.pacificbookstores.com>
- 2) On the top right hand corner
 - All customers will need to create an account using your own choice of email address and password
- 3) Upon logging in, customer will be prompted to “Add Student Profile”
- 4) Setup Student Profile and proceed to **PURCHASE BOOK NOW**
- 5) Select Shipping mode:

Select Shipping Method

☐ Home Delivery

☒ Self Collection

- 6) For Self collection customers, they will be required to select
 - Collection Date
 - Collection time (9.00 am to 12.00 pm or 1.00 pm to 3.00 pm)
- 7) Proceed next step to purchase School Booklist Item
- 8) Review of Order cart and Check out
- 9) Customer to fill up relevant details and complete with their preferred payment via (Visa / Master / Debit Cards / PayNow).
- 10) Go to school bookshop at the selected date and time, in school uniform. Do follow closely to the safe distancing measures.

If you have any queries, please call us at 6559 2269 or email to customerservice@pacificbookstores.com.
Take care and Stay Safe.



Dear Parents and Valued Customers,

Pacific Bookstores would like to keep our valued customers and parents informed of the exchange policies and procedures for this year end book sales. As this year's book sales is going to be operated in alignment and compliance to COVID-19 guidelines, we will not be able to conduct on site exchanges like the previous years.

For this year's book sales exchanges will all be done online and please email us directly at customerservice@pacificbookstores.com. Alternatively, you may proceed to the school's bookshop to conduct the exchange(s) when school reopens.

Exchange items will need to be in saleable condition and not damaged or stained. Assessment of the condition of exchange item(s) will be evaluated by our staff at the respective bookshops.

Thank you for your continuous support and regret any inconvenience caused during this COVID-19 period. Should there be any further clarifications, kindly contact us at: **6559 2269** during office hours or email us via customerservice@pacificbookstores.com and we will be glad to assist you.

From Management of Pacific Bookstores Pte Ltd