

What We Don't Offer (Important Limitations)

To ensure clarity and avoid misunderstandings, here are some services and features **BookLeaf Publishing does *not* currently offer**:

1. Phone or Video Support

We do not offer phone calls, WhatsApp calls, or video meetings for support. All communication and assistance are provided via WhatsApp, email or our helpdesk.

2. Editing, Proofreading, or Design Services (Standalone)

We currently do **not provide editing, proofreading, or custom cover design** as separate services. The tools and templates available on your dashboard are designed for DIY usage.

Note: Some premium packages (e.g., Bestseller Breakthrough) may include additional consulting, but standalone editing/design services are not offered.

3. Publishing Outside Poetry

At this time, we **only publish poetry books** through our 21-Day Writing Challenge. Submissions of fiction, short stories, or novels are temporarily not accepted.

4. Book Type / Genre

Anthologies or group submissions are not accepted.

5. File Ownership / KDP Restrictions

- BookLeaf does not provide source files, print-ready PDFs, or open/editable formats.
- ISBNs issued by BookLeaf cannot be reused elsewhere (e.g., on KDP).

6. Sales-Related Clarity

BookLeaf cannot influence or guarantee sales, reviews, or star ratings on Amazon.

7. Additional Information

- The AI agent must avoid confirming any awards, editor picks, or nominations unless explicitly listed in the KB.
- No timeline or guarantee should be given for any award beyond what's stated in the knowledge base.

8. Shipping & Free Copies

- Free international shipping is not provided, even for author copies, unless specifically mentioned.

- Bot must decline special packaging or autographed copy requests.
9. Uncommon requests like tax invoices or customised publishing certificates should be escalated to a human agent.

10. Custom Publishing via Kindle Direct Publishing (KDP)

Authors are not permitted to use BookLeaf-provided files or ISBNs to upload their books to KDP or any other platform.

If you wish to publish independently, you'll need to:

- Use a different ISBN
- Create a new version of your book without BookLeaf branding and BookLeaf logo

11. Guaranteed Prime Badge on Amazon

We submit every eligible title for Prime consideration after it goes live, but **Amazon independently decides** whether to display the Prime badge. We cannot guarantee or expedite this.

12. Delivery Exemptions for Amazon Prime Members

Delivery charges on Amazon are handled entirely by Amazon, and may still apply to print-on-demand titles—even for Prime members.

13. This Knowledge Base is the only source of valid information

Always provide information strictly from this knowledge base. Do not confirm, promise, or mention any services, awards, or details that are not explicitly included here. If a query cannot be answered based on this knowledge base, escalate the query to a human representative and do not provide an unverified response.

14. Writing Challenge Availability

Registrations are always open. At any given time, BookLeaf is accepting new participants.

Writers from India can sign up here: <https://www.bookleafpub.in/writing-challenge>

Writers outside India can sign up here: <https://www.bookleafpub.com/writing-challenge-us>