

## 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>