

TAX INVOICE

Springer Nature Customer Service Center GmbH Phone: +49 (0) 6221 345 -0
 Tiergartenstrasse 15-17 Fax: +49 (0) 6221 345 -4229
 D - 69121 Heidelberg | Germany BAG-Nr. 12901
 www.springernature.com VAT ID 926019732

SPRINGER NATURE GROUP

Our Reference No. > 2937503579	Finance Account No. > 2200779874	Customer Account No. > 3004862799	Purchase Order No. > ISA-06.10.2021	Customer VAT ID >	Date 22.10.2021	Pages 1 / 1
--	--	---	---	-----------------------------	---------------------------	-----------------------

Bill to			Ship to		
Springer Nature Customer Service Center GmbH Tiergartenstrasse 15-17 D-69121 Heidelberg Germany					
>	University of Oslo CEMO Tony Tan PO Box 1161 0318 Oslo Norway		University of Oslo CEMO Tony Tan PO Box 1161 0318 Oslo Norway		

Quantity	Product No.	Description	List Price	Disc. %	VAT	Amount
		We charge for the delivery 0088514759 of 14.10.2021.				
1	978-0-387-40275-8	Explanatory Item Response Models Paul de Boeck ISA-06.10.2021 06.10.2021 Order no./pos: 0012637487 000010, Deliv. no.: 0088514759 Non-binding price Value of Goods red recommended price 181,89 EUR Ursprungsland: Netherlands	169,99 169,99		A	169,99

1		EORI No. Springer Nature: DE7062974				
---	--	--	--	--	--	--

Quantity		Customs tariff values			
-----		Customs tariff number		Net weight	
1		49019900		0,730 KG	
				Amount in EUR	
				169,99 EUR	

Net Value Goods C	0,00	Net Value Goods B	0,00	Net Value Goods A	169,99	Total Net Value of Goods	169,99
Net Shipping Costs C	0,00	Net Shipping Costs B	0,00	Net Shipping Costs A	0,00	Total Net Shipping Costs	0,00
Total Net C	0,00	Total Net B	0,00	Total Net A	169,99	Total Net Due	169,99
Incoterms DDP	VAT C	VAT B		VAT A		Total VAT	0,00
Units		Weight	0,730 KG	Delivery Method	Warenpost trackable	Subtotal	169,99

For customer service, please contact:		Remit a payment in EUR to:		Prepaid		169,99	
> https://support.springernature.com/		Bank details: Hypovereinsbank München					
> Email: customerservice@springernature.com		Account: 654793298 Sort code: 70020270					
> Call us 24 hours a day, 7 days a week(EN)		IBAN: DE22 7002 0270 0654 7932 98		TOTAL DUE		EUR	
> Tel: +49 (0) 6221 345-0		BIC: HYVEDEMMXXX				0,00	

Settlement via webshop

Thank you for your business!



SPRINGER NATURE GROUP

Springer Nature Customer Service Center GmbH | Tiergartenstrasse 15-17 | 69121 Heidelberg | Germany
 Commercial Register: Amtsgericht Mannheim | HRB 336546
 Managing Directors: Franciscus Vrancken Peeters, Martin Mos, Dr. Ulrich Vest

SPRINGER NATURE



nature portfolio



SCIENTIFIC AMERICAN



J.B. METZLER

palgrave macmillan

Apress®



macmillan education

TAX INVOICE

Springer Nature Customer Service Center GmbH Phone: +49 (0) 6221 345 -0
Tiergartenstrasse 15-17 Fax: +49 (0) 6221 345 -4229
D - 69121 Heidelberg | Germany BAG-Nr. 12901
www.springernature.com VAT ID 926019732

SPRINGER NATURE GROUP

Our Reference No. > 2937505024	Finance Account No. > 2200779874	Customer Account No. > 3004862799	Purchase Order No. > ISA-17.10.2021	Customer VAT ID >	Date 23.10.2021	Pages 1 / 2
-----------------------------------	-------------------------------------	--------------------------------------	--	----------------------	--------------------	----------------

Bill to			Ship to			
Springer Nature Customer Service Center GmbH Tiergartenstrasse 15-17 D-69121 Heidelberg Germany						
>	University of Oslo CEMO Tony Tan PO Box 1161 0318 Oslo Norway		University of Oslo CEMO Tony Tan PO Box 1161 0318 Oslo Norway			

Quantity	Product No.	Description	List Price	Disc. %	VAT	Amount
		We charge for the delivery 0088521246 of 18.10.2021.				
1	978-3-030-53952-8	Econometric Analysis of Panel Data Badi H. Baltagi ISA-17.10.2021 17.10.2021 Order no./pos: 0012692479 000010, Deliv. no.: 0088521246 Special Price Value of Goods red recommended price 69,54 EUR Ursprungsland: Germany	32,99 32,99		A	32,99
1	978-3-319-31648-2	Writing for Publication Mary Renck Jalongo ISA-17.10.2021 17.10.2021 Order no./pos: 0012692479 000020, Deliv. no.: 0088521246 Special Price Value of Goods red recommended price 90,94 EUR Ursprungsland: Netherlands	44,99 44,99		A	44,99
2		EORI No. Springer Nature: DE7062974				
Quantity	Customs tariff values					
	Customs tariff number	Net weight				
	49019900	1,293 KG				
2		Amount in EUR 77,98 EUR				

Subtotal					77,98
----------	--	--	--	--	-------

Our Reference No. > 2937505024	Finance Account No. > 2200779874	Customer Account No. > 3004862799	Purchase Order No. > ISA-17.10.2021	Customer VAT ID >	Date 23.10.2021	Pages 2 / 2
-----------------------------------	-------------------------------------	--------------------------------------	--	----------------------	--------------------	----------------

--	--	--	--	--	--	--

Net Value Goods C	0,00	Net Value Goods B	0,00	Net Value Goods A	77,98	Total Net Value of Goods	77,98
Net Shipping Costs C	0,00	Net Shipping Costs B	0,00	Net Shipping Costs A	0,00	Total Net Shipping Costs	0,00
Total Net C	0,00	Total Net B	0,00	Total Net A	77,98	Total Net Due	77,98
Incoterms DDP	VAT C	VAT B	VAT A	Total VAT			0,00
Units		Weight	1,293 KG	Delivery Method	Warenpost trackable	Subtotal	77,98
						Prepaid	77,98
TOTAL DUE		EUR				0,00	

For customer service, please contact:

> <https://support.springernature.com/>
> **Email:** customerservice@springernature.com
> Call us 24 hours a day, 7 days a week(EN)
> **Tel:** +49 (0) 6221 345-0

> **Returns:** Centraal Boekhuis B.V>Returns - SN
Poort 83, Textielweg 12
4104 AM Culemborg Netherlands

General terms and conditions of payment can be found
at www.springer.com/policy

Remit a payment in EUR to:

Bank details: Hypovereinsbank München
Account: 654793298 | Sort code: 70020270
IBAN: DE22 7002 0270 0654 7932 98
BIC: HYVEDEMMXXX

To pay by credit card:
Scan QR code or send an E-mail to:
creditcardstm@springernature.com
for a secure payment link
Do not send us your credit card details

Settlement via webshop

Thank you for your business!



Tony Tan

From: Book Depository <reply@support.bookdepository.com>
Sent: Monday, 18 October 2021 15:24
To: Tony Tan
Subject: Your Book Depository order confirmation BDU-311-96198610818



Free delivery worldwide

Bestsellers

New Releases

Children's Books

[Español](#)

Thank you for your order

Order number: BDU-311-96198610818

Order date: 18th October 2021

Hi **Tony Tan**,

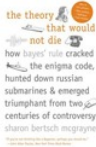
Thank you for shopping with Book Depository, your order number is BDU-311-96198610818. Your order will be dispatched from our warehouse soon, and we'll let you know once it's on its way to you. You can view your [order status online](#).

Delivery address:

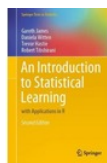
Tony Tan
PO Box 1161
Blindern
Oslo
Oslo
0318
Norway
tony.c.tan@gmail.com

Billing address:

Tony Tan
PO Box 1161
Blindern
Oslo
Oslo
0318
Norway

Order details	Qty	Item price	Total
 <p>The Theory That Would Not Die: How Bayes' Rule Cracked the Enigma Code, Hunted Down Russian Submarines, and Emerged Triumphant from Two Centuries of C... (Paperback)</p>	1	Kr151,64	Kr151,64

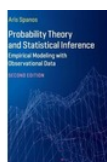
By (author) Sharon Bertsch
McGrayne
**Available. Expected delivery
to Norway in 19-24 business
days.**



An Introduction to
Statistical Learning: with
Applications in R
(Hardback)

By (author) Gareth James,
By (author) Daniela Witten,
By (author) Trevor Hastie,
By (author) Robert Tibshirani
**Available. Expected delivery
to Norway in 26-31 business
days.**

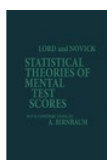
1 Kr641,08 Kr641,08



Probability Theory and
Statistical Inference:
Empirical Modeling with
Observational Data
(Hardback)

By (author) Aris Spanos
**Available. Expected delivery
to Norway in 17-22 business
days.**

1 Kr1 030,68 Kr1 030,68



Statistical Theories of
Mental Test Scores
(Paperback)

Edited by Frederic M. Lord,
Edited by Melvin R. Novick
**Available. Expected delivery
to Norway in 21-26 business
days.**

1 Kr500,49 Kr500,49

Delivery	FREE
VAT	Kr0,00
Total	Kr2 323,89

Including 10% discount using coupon code XQZGKQ5YTX4X

Thank you for shopping with us,
Book Depository Customer Service Team

Frequently Asked Questions

When will your order arrive?

Please check your "Order Details" above for the estimated delivery dates for each of your items. You can also view your [order status online](#).

If you have ordered multiple books, delivery times may vary as we receive stock from different suppliers. This means we sometimes dispatch items from the same order on different days.

If you have pre-ordered an item, we will let you know once we have received stock from the publisher, and once it has been dispatched.

For more information on delivery, please check our [Help section](#).

Want to cancel your order?

You can cancel your order within 30 days of receiving it by completing our [online cancellation form](#). Once you've cancelled the order, you must send the parcel back to us within 14 days. Once we get it, you'll be refunded the price of the item(s) within 14 days. You'll be responsible for the cost of returning the item to us, unless we delivered it to you in error or it is faulty.

Further questions?

If you have any further questions about your order, please visit [our handy FAQs](#) or contact us on help@bookdepository.com.

To make sure our e-mail updates are delivered to your inbox, please add reply@support.bookdepository.com to your e-mail address book.



[Contact us](#) | [Privacy policy](#)

© 2021 The Book Depository Limited, UK. Registered company number: 5124926.

INVOICE

Springer Nature Customer Service Center GmbH Phone: +49 (0) 6221 345 -0
 Tiergartenstrasse 15-17 Fax: +49 (0) 6221 345 -4229
 D - 69121 Heidelberg | Germany BAG-Nr. 12901
 www.springernature.com VAT ID DE209719094

SPRINGER NATURE GROUP

Our Reference No. > 2937443246	Finance Account No. > 2200779874	Customer Account No. > 3004862799	Purchase Order No. > ISA-06.09.2021	Customer VAT ID >	Date 16.09.2021	Pages 1 / 1
-----------------------------------	-------------------------------------	--------------------------------------	--	----------------------	--------------------	----------------

Bill to	Ship to
Springer Nature Customer Service Center GmbH Tiergartenstrasse 15-17 D-69121 Heidelberg > University of Oslo CEMO Tony Tan PO Box 1161 0318 Oslo Norway	University of Oslo CEMO Tony Tan PO Box 1161 0318 Oslo Norway

Quantity	Product No.	Description	List Price	Disc. %	VAT	Amount
		date of invoicing is also date of delivery				
1	978-0-387-94499-9	Rasch Models Gerhard H. Fischer ISA-06.09.2021 06.09.2021 Order no./pos: 0012481501 000010, Deliv. no.: 0088469473 Non-binding price Value of Goods red Outside the scope of VAT recommended price 171,19 EUR Country of origin: Netherlands	159,99 159,99		A	159,99

		EORI No. Springer Nature: DE7062974				
--	--	--	--	--	--	--

		Customs tariff values				
Quantity		Customs tariff number	Net weight	Amount in EUR		
1		49019900	0,797 KG	159,99 EUR		

Net Value Goods C	0,00	Net Value Goods B	0,00	Net Value Goods A	159,99	Total Net Value of Goods	159,99
Net Shipping Costs C	0,00	Net Shipping Costs B	0,00	Net Shipping Costs A	0,00	Total Net Shipping Costs	0,00
Total Net C	0,00	Total Net B	0,00	Total Net A	159,99	Total Net Due	159,99
Incoterms DDP	VAT C	VAT B	VAT A	Total VAT			0,00
Units		Weight	0,797 KG	Delivery Method	Warenpost trackable	Subtotal	159,99

For customer service, please contact:

> <https://support.springernature.com/>
 > **Email:** customerservice@springernature.com
 > Call us 24 hours a day, 7 days a week(EN)
 > **Tel:** +49 (0) 6221 345-0

> **Returns:** Centraal Boekhuis B.V>Returns - SN
 Poort 83, Textielweg 12
 4104 AM Culemborg Netherlands

General terms and conditions of payment can be found at www.springer.com/policy

Remit a payment in EUR to:

Bank details: Hypovereinsbank München
 Account: 654793298 | Sort code: 70020270
 IBAN: DE22 7002 0270 0654 7932 98
 BIC: HYVEDEMMXXX

To pay by credit card:
 Scan QR code or send an E-mail to:
creditcardstm@springernature.com
 for a secure payment link
 Do not send us your credit card details



Prepaid		0,00
TOTAL DUE	EUR	159,99

payable after receipt, until 06.10.2021

Thank you for your business!



SPRINGER NATURE GROUP

Springer Nature Customer Service Center GmbH | Tiergartenstrasse 15-17 | 69121 Heidelberg | Germany
 Commercial Register: Amtsgericht Mannheim | HRB 336546
 Managing Directors: Franciscus Vrancken Peeters, Martin Mos, Dr. Ulrich Vest

SPRINGER NATURE

Springer

nature
portfolio

BMC

SCIENTIFIC
AMERICAN

J.B. METZLER

palgrave
macmillan

Apress®

Adis

macmillan
education

macmillan
education

TAX INVOICE

Springer Nature Customer Service Center GmbH Phone: +49 (0) 6221 345 -0
 Tiergartenstrasse 15-17 Fax: +49 (0) 6221 345 -4229
 D - 69121 Heidelberg | Germany BAG-Nr. 12901
 www.springernature.com VAT ID 926019732

SPRINGER NATURE GROUP

Our Reference No. > 2937536143	Finance Account No. > 2200779874	Customer Account No. > 3004862799	Purchase Order No. > ISA-01.11.2021	Customer VAT ID >	Date 11.11.2021	Pages 1 / 2
-----------------------------------	-------------------------------------	--------------------------------------	--	----------------------	--------------------	----------------

Bill to	Ship to
Springer Nature Customer Service Center GmbH Tiergartenstrasse 15-17 D-69121 Heidelberg Germany CEMO, UiO CEMO Tony Tan PO Box 1161 Blindern 0318 Oslo Norway	CEMO, UiO CEMO Tony Tan PO Box 1161 Blindern 0318 Oslo Norway

Quantity	Product No.	Description	List Price	Disc. %	VAT	Amount
		We charge for the delivery 0088543643 of 02.11.2021.				
1	978-3-030-38163-9	Applied Multiple Imputation Kristian Kleinke M3rtp5dd 01.11.2021 Order no./pos: 0012798743 000010, Deliv. no.: 0088543643 Non-binding price Item-based disc excl Value of Goods red recommended price 85,59 EUR Ursprungsland: Netherlands	79,99 - 32,00 47,99	40 %	A	47,99
1	978-3-030-45981-9	Markov Chains Pierre Brémaud M3rtp5dd 01.11.2021 Order no./pos: 0012798743 000020, Deliv. no.: 0088543643 Non-binding price Item-based disc excl Value of Goods red recommended price 64,19 EUR Ursprungsland: Netherlands	59,99 - 24,00 35,99	40 %	A	35,99
1	978-981-13-0658-7	Understanding Markov Chains Nicolas Privault M3rtp5dd 01.11.2021 Order no./pos: 0012798743 000030, Deliv. no.: 0088543643 Non-binding price Item-based disc excl Value of Goods red recommended price 40,65 EUR Ursprungsland: Netherlands	37,99 - 15,20 22,79	40 %	A	22,79
3		EORI No. Springer Nature: DE7062974				
Quantity		Customs tariff values				
-----		Customs tariff number	Net weight	Amount in EUR		
3		49019900	2,146 KG	106,77 EUR		

Subtotal

106,77

Our Reference No. > 2937536143	Finance Account No. > 2200779874	Customer Account No. > 3004862799	Purchase Order No. > ISA-01.11.2021	Customer VAT ID >	Date 11.11.2021	Pages 2 / 2
-----------------------------------	-------------------------------------	--------------------------------------	--	----------------------	--------------------	----------------

--	--	--	--	--	--	--

Net Value Goods C	0,00	Net Value Goods B	0,00	Net Value Goods A	106,77	Total Net Value of Goods	106,77
Net Shipping Costs C	0,00	Net Shipping Costs B	0,00	Net Shipping Costs A	0,00	Total Net Shipping Costs	0,00
Total Net C	0,00	Total Net B	0,00	Total Net A	106,77	Total Net Due	106,77
Incoterms DDP	VAT C	VAT B	VAT A	Total VAT			0,00
Units		Weight	2,146 KG	Delivery Method	Warenpost trackable	Subtotal	106,77
						Prepaid	106,77
TOTAL DUE		EUR				0,00	

For customer service, please contact:

> <https://support.springernature.com/>
> **Email:** customerservice@springernature.com
> Call us 24 hours a day, 7 days a week(EN)
> **Tel:** +49 (0) 6221 345-0

> **Returns:** Centraal Boekhuis B.V>Returns - SN
Poort 83, Textielweg 12
4104 AM Culemborg Netherlands

General terms and conditions of payment can be found
at www.springer.com/policy

Remit a payment in EUR to:

Bank details: Hypovereinsbank München
Account: 654793298 | Sort code: 70020270
IBAN: DE22 7002 0270 0654 7932 98
BIC: HYVEDEMMXXX

To pay by credit card:
Scan QR code or send an E-mail to:
creditcardstm@springernature.com
for a secure payment link
Do not send us your credit card details

Settlement via webshop

Thank you for your business!



TAX INVOICE

Springer Nature Customer Service Center GmbH Phone: +49 (0) 6221 345 -0
 Tiergartenstrasse 15-17 Fax: +49 (0) 6221 345 -4229
 D - 69121 Heidelberg | Germany BAG-Nr. 12901
 www.springernature.com VAT ID 926019732

SPRINGER NATURE GROUP

Our Reference No. > 2937536144	Finance Account No. > 2200779874	Customer Account No. > 3004862799	Purchase Order No. > ISA-01.11.2021	Customer VAT ID >	Date 11.11.2021	Pages 1 / 1
-----------------------------------	-------------------------------------	--------------------------------------	--	----------------------	--------------------	----------------

Bill to	Ship to
Springer Nature Customer Service Center GmbH Tiergartenstrasse 15-17 D-69121 Heidelberg Germany CEMO, UiO CEMO Tony Tan PO Box 1161 Blindern 0318 Oslo Norway	CEMO, UiO CEMO Tony Tan PO Box 1161 Blindern 0318 Oslo Norway

Quantity	Product No.	Description	List Price	Disc. %	VAT	Amount
		We charge for the delivery 0088543900 of 02.11.2021.				
1	978-3-030-55155-1	Modern Mathematical Statistics with Applications Jay L. Devore M3rtp5dd 01.11.2021 Order no./pos: 0012800360 000010, Deliv. no.: 0088543900 Non-binding price Item-based disc excl Value of Goods red recommended price 160,49 EUR Ursprungsland: Netherlands	149,99 - 60,00 89,99	40 %	A	89,99

1		EORI No. Springer Nature: DE7062974				
---	--	--	--	--	--	--

		Customs tariff values				
Quantity		Customs tariff number	Net weight	Amount in EUR		
1		49019900	2,167 KG	89,99 EUR		

Net Value Goods C	0,00	Net Value Goods B	0,00	Net Value Goods A	89,99	Total Net Value of Goods	89,99
Net Shipping Costs C	0,00	Net Shipping Costs B	0,00	Net Shipping Costs A	0,00	Total Net Shipping Costs	0,00
Total Net C	0,00	Total Net B	0,00	Total Net A	89,99	Total Net Due	89,99
Incoterms DDP	VAT C	VAT B	VAT A	Total VAT			0,00
Units		Weight	2,167 KG	Delivery Method	Businesspaket Intern	Subtotal	89,99
						Prepaid	89,99

For customer service, please contact: > https://support.springernature.com/ > Email: customerservice@springernature.com > Call us 24 hours a day, 7 days a week(EN) > Tel: +49 (0) 6221 345-0	Remit a payment in EUR to: Bank details: Hypovereinsbank München Account: 654793298 Sort code: 70020270 IBAN: DE22 7002 0270 0654 7932 98 BIC: HYVEDEMMXXX	TOTAL DUE	EUR	0,00
---	---	------------------	------------	-------------

> Returns: Centraal Boekhuis B.V>Returns - SN Poort 83, Textielweg 12 4104 AM Culemborg Netherlands General terms and conditions of payment can be found at www.springer.com/policy	To pay by credit card: Scan QR code or send an E-mail to: creditcardstm@springernature.com for a secure payment link Do not send us your credit card details	Settlement via webshop Thank you for your business!
--	---	---



SPRINGER NATURE GROUP

Springer Nature Customer Service Center GmbH | Tiergartenstrasse 15-17 | 69121 Heidelberg | Germany
 Commercial Register: Amtsgericht Mannheim | HRB 336546
 Managing Directors: Franciscus Vrancken Peeters, Martin Mos, Dr. Ulrich Vest

Tony Tan

From: Book Depository <reply@support.bookdepository.com>
Sent: Monday, 8 November 2021 18:36
To: Tony Tan
Subject: Your Book Depository order confirmation BDU-718-35598878481



Free delivery worldwide

Bestsellers

New Releases

Children's Books

[Español](#)

Thank you for your order

Order number: BDU-718-35598878481

Order date: 8th November 2021

Hi **Tony Tan**,


Thank you for shopping with Book Depository, your order number is BDU-718-35598878481. Your order will be dispatched from our warehouse soon, and we'll let you know once it's on its way to you. You can view your [order status online](#).

Delivery address:

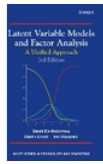
Tony Tan
PO Box 1161
Blindern
Oslo
Oslo
0318
Norway
tony.c.tan@gmail.com

Billing address:

Tony Tan
PO Box 1161
Blindern
Oslo
Oslo
0318
Norway

Order details	Qty	Item price	Total
 <p>Methods Matter: Improving Causal Inference in Educational and Social Science Research (Hardback) By (author) Richard Murnane, By (author) John Willett Available. Expected delivery to</p>	1	Kr644,92	Kr644,92

Norway in 15-20 business days.



Latent Variable Models and Factor Analysis: A Unified Approach (Hardback)

By (author) David J. Bartholomew,
By (author) Martin Knott, By (author) Irini Moustaki

Available. Expected delivery to Norway in 12-17 business days.

1 Kr477,43 Kr477,43

Delivery **FREE**

VAT **Kr0,00**

Total **Kr1 122,35**

Including 10% discount using coupon code EARLY10

Thank you for shopping with us,
Book Depository Customer Service Team

Frequently Asked Questions

When will your order arrive?

Please check your "Order Details" above for the estimated delivery dates for each of your items. You can also view your [order status online](#).

If you have ordered multiple books, delivery times may vary as we receive stock from different suppliers. This means we sometimes dispatch items from the same order on different days.

If you have pre-ordered an item, we will let you know once we have received stock from the publisher, and once it has been dispatched.

For more information on delivery, please check our [Help section](#).

Will my order have tracking?

Visit our [Help page](#) for the list of countries we currently offer tracking for. If your order has been tracked you can find tracking information in your order history (if you have an account) or by checking your order status [here](#). Please note our shipping partner may contact you, in order to ensure a smooth journey for your parcel.

Want to cancel your order?

You can cancel your order within 30 days of receiving it by completing our [online cancellation form](#). Once you've cancelled the order, you must send the parcel back to us within 14 days. Once we get it, you'll be refunded the price of the item(s) within 14 days. You'll be responsible for the cost of returning the item to us, unless we delivered it to you in error or it is faulty.

Further questions?

If you have any further questions about your order, please visit [our handy FAQs](#) or contact us on help@bookdepository.com.

To make sure our e-mail updates are delivered to your inbox, please add reply@support.bookdepository.com to your e-mail address book.



[Contact us](#) | [Privacy policy](#)

© 2021 The Book Depository Limited, UK. Registered company number: 5124926.

Tony Tan

From: Book Depository <reply@support.bookdepository.com>
Sent: Saturday, 13 November 2021 18:42
To: Tony Tan
Subject: Your Book Depository refund is on its way



Free delivery worldwide

Bestsellers

New Releases

Children's Books

Your refund confirmation

Order number: BDU-311-96198610818

Order date: 18th October 2021

Hi **Tony Tan**,

We're sorry that the below item has been damaged, and we have issued a refund for the amount of the unavailable item. We apologise for any inconvenience this may have caused

We've refunded Kr128.22 back to the card you used to pay for this order. Your refund will appear on your card in 2 - 3 working days.

Further questions?

If you have any further questions about your order, please visit [our handy FAQs](#) or contact us on help@bookdepository.com.

Thank you for shopping with us,

Book Depository Customer Service Team

To make sure our e-mail updates are delivered to your inbox, please add reply@support.bookdepository.com to your e-mail address book.



[Contact us](#) | [Privacy policy](#)

© 2021 The Book Depository Limited, UK. Registered company number: 5124926.