

Frequently Asked Questions

Why Book Club?

Scholastic believes that all children should have access to books. Experience has shown us that having a physical catalogue that children can flick through is the best way to make book purchases the child's choice. A child's likelihood to engage in reading highly depends on whether they have chosen the reading materials themselves. With free delivery to classrooms nationwide, our mission is to bring more books to children's lives.

What is Book Club?

Book Club provides children year-round access to a broad range of fun children's literature. The items offered on Book Club promote leisure reading and help foster a love of reading. Scholastic publish eight Issues of its Book Club catalogue annually (two per term), each containing specifically curated books selected by our team of professional book lovers. Students are provided with a Book Club catalogue to take home, explore and discuss with their family. Families can order selected items online or through their school. Orders are then returned to the students' classroom so they can take them home to read with their family.

How do I become a Scholastic Book Club Customer?

To join Book Club, simply follow the instructions in the 'register' tab at [scholastic.com.au/loop](https://www.scholastic.com.au/loop)

Does Scholastic accept Credit Card payments?

Yes. Customers may pay using MasterCard and Visa. Minimum transaction is \$1.00.

How long are issues open for?

Each school decides how long each Issue is open for, but it is roughly 14 school days.

When will the Issue close?

Each school sets their own Issue deadlines based on term dates. Your school will have a dedicated Book Club Organiser who has access to the ordering platform, and will manually choosing the open and closing dates that best suits the school. The Book Club Organiser is also responsible for communicating these dates to families. Once the Book Club Organiser decides to close off

the Issue, all the orders from the school are submitted to Scholastic via our LOOP platform. All orders are processed and delivered together.

When does the Issue ship?

Your order will only ship once:

- a) your Book Club Organiser manually closes the Issue for everyone in the school.
- b) the Issue automatically closes at the very latest deadline set by Scholastic.

My school has closed the Issue, can I still order?

Yes, if the Issue is still open on our LOOP platform, you can still order but it will be delivered to your home, not the school, for an additional delivery fee.

What if my order doesn't arrive?

Your Book Club Organiser receives all shipping notifications from our delivery partner. Please reach out to them for updates. If they cannot provide one, please urge them to call our Customer Service team on **1800 021 233** to follow up on the school's order status.

What if an ordered book becomes unavailable?

In the unlikely scenario that your order is not available, Scholastic will ensure the item is placed on backorder and sent out as soon as it becomes available again. You will be informed on your order confirmation in such a situation.

Scholastic ensures that if we can't supply an item, your family will receive more value than the original order by:

- a) offering a credit voucher in lieu of the product, PLUS a specially selected FREE consolation book or
- b) offering a direct book substitution with an equivalent or higher value item, similar to the one originally ordered.

What are credit vouchers?

Credit vouchers are given in the form of physical or digital vouchers with codes for inputting when:

- An item is out-of-stock, or an item is missing from a package
- A customer is not satisfied with a product
- An item is returned for credit

How will our school be rewarded?

Whenever you or your school purchase through Book Club, 15% of your total order spend will be given back to the school in the form of Scholastic Rewards! For example, for every \$10.00 spent on Book Club orders through the school, your school receives \$0.50 in Rewards. These rewards quickly add up and can be spent on books and educational items, building up classroom library resources that benefit the entire school community.

Is Book Club better value than other book sellers?

Scholastic deliver the best value for money possible in every Issue of Book Club. We include at least one \$3 book in every age group section with free delivery to classrooms nationwide. Scholastic invests in curating all our titles into age-specific groupings to make it easy to select the appropriate book for children's age and reading level. Plus, by buying books through Book Club, a percentage of your total order spend will be given back to the school in the form of Scholastic Rewards!

Why does Scholastic sell products other than books?

We know that reading doesn't come easily to all children, and this can make reading books intimidating. By including other forms of reading in our catalogue, such as activities requiring instruction manuals, we believe these can act as a gateway to leisurely reading. We also include journals and stationery items, as writing is an essential skill that enhances literacy.

How is Scholastic implementing green practices?

Our Book Club catalogues can be recycled. To make this possible, we print our Book Club catalogues in Australia by PEFC and FSC approved printers. The ink used in printing contains renewable content, such as soy and vegetable oils. The paper in our catalogues is 100% PEFC certified and sourced from plantation forests only. We only use 100% recycled material for packaging, such as air pillows and cardboard. We go out of our way to ensure we keep all single-use plastics to a minimum. We use EcoPure bags wherever possible for packaging. Scholastic believe that minimising our environmental impact is our responsibility, which drives us to continually investigate ways to reduce our carbon footprint.

Can Book Club run without paper catalogues?

Experience has shown us that having a physical catalogue that children can read through is the best way to make purchases a child's choice. Moving the catalogues to a digital space loses the child's interest and puts the choice into the parents' hands. A child's likelihood to engage in reading is highly dependent on whether or not they have chosen the reading materials themselves. We understand the environmental impact of having paper catalogues; that's why we've made our Book Club catalogues recyclable.