

TERMS & CONDITIONS



Products & Pricing

All prices are correct at time of printing but subject to change. All items are offered in good faith and should a manufacturer discontinue a model, we will endeavour to supply you with an updated model at no extra cost.

Delivery & Charges

We aim to ensure you receive your goods as quickly as possible.

Shipping and handling

A flat rate shipping and handling charge of \$7.50 for Australia and \$4.99 for New Zealand applies to all orders (excluding bulky items). If you are outside the Australian designated delivery areas, we may not be able to ship to you, or you may incur an additional charge. If you are located outside mainland Australia or New Zealand, please check with Customer Service (AUS) 1800 021 233 or (NZ) 0800 724 652 before ordering.

Bulky items

AUS: Please note bulky items labelled with the bulky icon 📦 will be charged based on the weight and size of the item and the delivery postcode. If you place your order online our freight calculator will tell you the cost of delivery on checkout. Alternatively, you can call Customer Service on 1800 021 233 to determine the cost. Bulky items may take 8–12 weeks to be delivered.

NZ: A flat rate of \$25 applies to bulky items. Call Customer Service on 0800 724 652 for delivery time frames.

NOTE: Bulky items are unable to be ordered by overseas customers and customers living in remote areas of AUS and NZ.

Returns

We recommend you immediately inspect any goods we deliver to ensure you are completely satisfied with them. Should you be dissatisfied with your School Essentials order, we offer a 100% money-back guarantee.

Refunds can only be issued and returns accepted if:

- You return an item within 30 days of purchase;
- You send a copy of your original invoice or packing slip with all returns;
- The product and packaging is in its original condition including manuals and accessories;
- The returned item is in re-saleable condition, eg original tags and labels are still attached, unworn, unopened or unused.

Should goods arrive to you damaged:

- Please contact us toll free on (AUS) 1800 021 233 or (NZ) 0800 724 652 within 48 hours of receipt;
- We will arrange to have the damaged goods returned, and either arrange for replacement of the goods or refund you in full;
- Damaged goods must be returned in the condition received by you with all original packaging, accessories and/or manuals.

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