officeworks for education

Box of Books: Parent Guide to Orders, Deliveries, and Returns

Welcome to Officeworks for Education! To help you get ready for the upcoming school year, we have compiled this quick guide to answer your most common questions about purchasing, accessing, and receiving your child's educational resources.

1. Purchasing and Ordering

All required resources available through Box of Books can be purchased via our digital shop.

- **Important:** When purchasing, please use **parent/guardian email address** to authenticate your identity. After authentication, you can enter your child's school email address to access to digital texts through the school's Box of Books portal.
- If you **do not know the school email address** at the time of purchase, click **'Not Sure'** and follow the prompts to enter your child's school name and details. You can add the email address once it is known; see how.

Ordering for Multiple Children at Different Schools

As each school creates its book list separately, you must place a **separate order for each child attending a different school**. Orders cannot be combined, so a standard shipping fee will apply to each order.

2. Accessing Digital Resources

Digital resources are usually available in your child's student account immediately (or within 24 hours for some publishers) after purchase. To access them, your child simply needs to log into the School's Box of Books portal using their school email and password.

Troubleshooting Digital Access

- Books not showing up? If the resources are not available right away, ask your child to log out and log back in to refresh their profile. School's Box of Books portal can be found here.
- Wrong email used? If you accidentally entered the incorrect student email address during checkout, the digital resources won't be allocated properly. You can update the email through your shop profile or contact our customer support team with your invoice number and the correct student email address so we can fix this for you.

3. Physical Deliveries

Standard Delivery Timeframes

Our general turnaround time is 2-3 weeks from the time your order is placed. Digital textbooks are available immediately (or within 24 hours for some publishers) via the Box of

Books platform.

- Physical orders are packed and dispatched in priority order based on the date of order. Ordering by the advised guaranteed delivery date which is noted in the parent ordering documentation will ensure that the items are delivered prior to the start of school.

Tracking Your Order

Once your physical resources are packed and dispatched, you will receive an email notification containing a tracking link.

Shipping and Collection Options

- Officeworks' dedicated fleet ensures the quickest possible delivery, detailed tracking, and premium packaging, including packing slips.
- At this time Box of Books does not have a physical shopfront, and items cannot be collected from Officeworks stores or our warehouse.

Backorders

Occasionally, resources may experience delays in availability. If any resources on your order are affected by a delay, you will be notified via email with further information.

4. Returns and Refunds

Refund requests are accepted within:

- 30 days from the purchasing date for digital sales.
- 30 days from the delivery date for physical sales.
- Note: Some digital items are considered a "firm sale" by the content provider and are strictly non-refundable.

How to Request a Return

If you need to apply for a return or refund, you can do so by:

1. Completing our online Returns Form.
2. Reaching out to our support team via in-app support or email.

- For more detailed information, please review our full Returns Policy.

5. Need Further Assistance?

If you require any further help relating to an order, our Customer Support team is ready to assist you:

- Email: hello@boxofbooks.io
- In-App: Use the support function directly within the Box of Books platform.
- Helpline number: 1800-326-657

Helpful Link:

- How to purchase books