Paperbackbooks Terms and Conditions

Privacy Policy
This policy refers to The Paperback Bookshop of 60 Bourke Street Melbourne 3000. We respect your privacy and understand the importance of keeping personal information secure. We ask for your contact information in order to:
- fulfil orders placed online, by phone or email.
- contact you regarding orders as needed.
- send you our email newsletter if you have subscribed.
We do not pass on these personal details to any third parties.

Buying books online

Your credit card details are not stored on our site and are provided directly by you to our secure payment gateway provider (eWAY). eWAY does not share personal banking details such as your credit card number with the Paperback Bookshop. We never see them so we can't store them.

eWAY is a Level 1 PCI DSS compliant service provider and is an authorised third party processor for all the major Australian banks.

Delivery
We use Australia Post to deliver items anywhere in Australia. Postage times with Australia Post vary but can take 2-7 days to arrive.

When ordering online you will receive an email confirmation from eWAY containing your order details (if you have provided an email address). Orders will be despatched within 2 working days unless the book is out of stock and we need to order it from our suppliers. We endeavour to package your books to avoid any damage in transit.

Refunds
We are happy to refund your purchase if the book is damaged or if we've made a mistake in filling your order.

Otherwise we don't offer refunds but we are happy to exchange a purchase or give you bookshop credit within 30 days of purchase as long as the book is returned in its original condition.

We comply with Australian Consumer laws regarding returns and refunds. Please contact us with any enquiries about refunds and exchanges.