



PACIFIC BOOKSTORES PURCHASE GUIDE (Clementi Town Secondary)

ONLINE ORDER (Home Delivery OR Self Collection) *strongly encouraged	1) Please visit our website - https://www.pacificbookstores.com/ 2) All users are required to create a NEW ACCOUNT with us to proceed for ordering
LAUNCH DATE FOR ORDERING	5 November 2021 (Sec 2 to 5 Only)
LAST DAY OF ONLINE ORDERING	13 December 2021 (Sec 2 to 5 Only)
HOME DELIVERY	Local delivery charge of \$13.80
SELF COLLECTION HOURS	Kindly refer to the Dates and Time stated on the reverse side of the booklist AND as indicated on our website
PAYMENT OPTIONS	PayNow (Scan and Pay) Credit/ Debit  
CANCELLATION/EXCHANGE POLICY	1) All purchases are final and no cancellation. 2) No refund allowed and only exchange will be entertained.
ONLINE BUYING GUIDE	Home Delivery: https://www.pacificbookstores.com/home-delivery-faq Self Collection: https://www.pacificbookstores.com/self-collection-faq
WALK IN PURCHASE (BOOKSHOP)	All Walk-In purchases are by appointment-based only. Please call the General Office at Tel: 6777 7362 between 9.00am to 4.00pm to reserve an appointment. There is a controlled number of appointment slots per day and you are encouraged to book at least 2 working days in advance.
BUSINESS OPERATION HOURS	Mon to Fri (9am to 3pm), Saturdays & Eve of Public Holidays (9am to 11am)
PAYMENT OPTIONS	Cash, NTUC Care Fund e-Voucher and CDAC voucher * Cheque payment are NOT accepted
CUSTOMER SERVICE CONTACT	HOTLINE : 65592269 (9am to 5pm, Mon to Fri), (9am to 1pm, Saturdays & Eve of Public Holidays) EMAIL : sales@pacificbookstores.com