

UNSW Bookshop WEB Order FAQs

What happens when I place my order through the UNSW Bookshop website?

When your order is placed it will be manually processed into our system by UNSW Bookshop staff. When we've processed it you'll receive a confirmation email. If there are any issues with your order or anything extra you need to know we'll include it in your confirmation email. Be sure to read the entire email. Our notes appear at the bottom, below your order summary.

What happens if not all my books are in stock when I place my order?

We'll hold aside what is available at that time in store and will backorder any out of stock titles. Once every book has arrived, we'll ship them all out together. Out of stock titles usually take around 5-7 business days to arrive in store once ordered. We'll give you an ETA in your confirmation email and let you know if there are any additional delays.

How long will it take for my order to be shipped?

Orders are shipped within one business day of you receiving our confirmation email (sometimes they're processed on the same business day). All orders sent by the UNSW Bookshop are sent on tracked services. When your package leaves the bookshop you'll receive an email from our courier. We dispatch daily, Monday –Friday.

What happens if I want to pick my book up in store?

After you receive your confirmation email our staff will collect your books off the shelf and charge the payment to your credit card. When the order has been completed we will send you a text message to let you know that it's ready for collection. Make sure you wait for us to contact you before coming into the bookshop. If you come too early your order may not be ready to be picked up.

Please ensure that you collect your purchase within 14 days of receiving confirmation of your order being ready for collection. If you're unable to collect your purchase within 14 days, please contact UNSW Bookshop as soon as possible.

Can someone else pick up my book for me?

Yes. They'll need to let staff know whose name is on the order and bring their own ID (eg driver licence; student card).

How long will it take my package to arrive once it's been posted?

Most of our packages are sent through Australia Post. You can check estimated delivery times [here](#). All packages are dispatched from Kensington, NSW 2033.

No one will be home during the day. Will the postie leave my package at my door?

If you want your package to be left without a signature, you can choose to use Australia Post's Safe Drop service. There will be a link in the tracking email sent by Australia Post that allows you to give Australia Post authority to leave your package in a safe place at the delivery address. If you choose to use Australia Post's Safe Drop service the package will be left at your own risk. UNSW Bookshop and Australia Post will not be able to replace any lost or stolen packages, and will not be able to provide proof of delivery.

If you do not use Australia Post's Safe Drop service and no one is home to sign for your package a card will be left and your package will be taken to your nearest Australia Post outlet.

Help! I need my book ASAP and I live on the moon!

Give us a call on 02 9385 6689 as soon as possible and we'll do our best to get your book to you in time. There are express options available (usually at an additional cost) that we can discuss, depending on your location.

Help! I was half way through filling out my details and my order has been submitted.

Don't fret. We manually process orders, so we'll usually contact you to get the missing details or email you instructions to place your order again.

When will my credit card be charged?

From 13th June 2023, your card will be charged when order is initially placed. Freight is charged in full during the first transaction.

If you have any other questions feel free to call us on 02 9385 6689 or email orders@bookshop.unsw.edu.au.