

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.

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

We'll send out what is available at that time in store and will backorder any out of stock titles. 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. Postage is charged in full on your first transaction. You will not be charged extra postage if we send out multiple packages.

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.

Can someone else pick up my book for me?

Yes. They'll need to let staff know whose name is on the order. ID must be shown to collect prepaid orders.

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 on the [Australia Post website](#). All packages are dispatched from Kensington 2033. All orders are sent with a signature service.

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

No. We use a signature on delivery service to ensure your packages are securely delivered. If no one is at the delivery address to sign for the package it will be taken to your nearest post office and you will have to collect it from there.

Any requests for packages to be left without a signature will be rejected. We cannot guarantee the safety of your package if it is left unattended and will not be able to replace lost or stolen packages if an authority to leave is give.

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?

Your card will be charged only when your order is ready to be dispatched. If any of your books are backordered your credit card will not be charged for these items until they arrive and are ready for dispatch. Freight is charged in full during the first transaction.

If you have any other questions feel free to call our Special Sales Unit on 02 9385 6689.