

- **How do I place an order?**

Register yourself on this site using the [Registration](#) page. After completing the Registration process, you will receive an email with a link prompting you to complete the Registration. Click on the link to activate your account.

You can now login and use the *Place An Order* option in the user menu to send us your request.

- **What happens after I place the order?**

You will be contacted by email and sent an invoice for the purchases. Please check your invoice carefully and make the payment. After the payment has been processed, it can take upto 7 business days for you to receive the items.

- **How do I make the payment?**

By bank deposit. You will be provided the account details when you are invoiced. Please remember to put your invoice number or full name in the Reference column in the bank payment transfer

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- **How do I receive the order?**

You will receive the order either through Australia Post or Courier. The charges for the delivery service will be worked out and added to your invoice so please check this carefully.

- **I live in the South East. Is free home delivery possible?**

If you live near FountainGate or Southland shopping centre, it may be possible to meet you and hand you the items personally saving you the courier fees.

Home delivery (at no charge) may be possible if you are based in the South East within 10 kms of FountainGate or SouthLand shopping centre and are available after business hours to receive the order. Please speak to us about this option when you place your order.

- **What are the postage and courier charges?**

Postage and courier charges will depend upon the weight and size of the order and the location to which it needs to be posted. Typical charges can vary from \$4.50 to \$8.50. (A3 size, Max weight 3Kg).

We will advise you regarding the delivery charges after receiving the order.

For orders over \$150, courier charges are waived.

FAQ

Written by

- **I am looking for a item but it is not listed in your catalogue?**

Please [Contact Us](#) and we will do our best to get it for you.

- **I have a problem with my order / delivered items?**

Please [Contact Us](#) and we will do our best to sort it out for you.

- **Do you serve International customers also?**

Currently no. But in the future, we will be endeavouring to do so.

- **Whar are your returns policy?**

Normally we do not offer a return and refund option if you change your mind. However if the item is defective or damaged in transit, we are happy to send in a replacement.

FAQ

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Please speak to us before sending any item back.

- **Can I partner you in any way?**

Yes, please get in touch with us through the [Contact Us](#) page and discuss various options of partnering with us.

- **How old are the items in the Second Hand section?**

From time to time, we might list some items in the Second Hand section. These are good quality used items. Books may have some writing or marking.

We cannot confidently predict the age of these items. Please write to us before placing an order if you have any doubts.

- **I have some second hand books. Can I sell them to you?**

If you have some second hand books that can classify as Christian literature and are in very good condition, please get in touch with us through the [Contact Us](#) page and we may offer to purchase them.

FAQ

Written by

- **Can I donate some books and items to you?**

Yes you can. Please [Contact Us](#) and we will come and pick up the items.