

Frequently Asked Questions

1. This is my first time doing online purchase, how do I go about it?

You can visit our website (www.shingleebookstores.com.sg). The website will be redirected for the online purchase of your school textbooks. You are required to register an account with us first before you can view and purchase online.

After registering an account with us, please update your profile > Account Holder Info, with your child's details and click submit to save. Then you can click on Online Purchase to view and purchase the items related to your child's school.

Should you require further assistance, please use live chat or send us an email (serangoon@shingleebookstores.com.sg) with your details.

2. How do I know what are the school textbooks to purchase?

Please refer to the school booklist for your purchase. Tick the required textbooks in the correct G3/G2/G1 on your booklist first before you begin your online purchase. Please ensure you have checked your cart before you checkout as there will be no refund on any incorrect order.

3. What is the lead time for home delivery?

Home delivery may take up to 10 working days. Delivery schedule is on weekdays between 9am-6pm.

**For early bird order, please refer to our pop-up announcement page at our website (www.shingleebookstores.com.sg) for our delivery commencement dates.*

4. What do I do if my order received is incorrect?

Kindly check if there is any receipt (white paper) inside the box or in between the textbooks. You may bring the receipt to the school bookshop when school reopens to collect / exchange the missing / incorrect items.

Otherwise, send an email (serangoon@shingleebookstores.com.sg) to us stating your order number and the missing / incorrect items.

5. Are we able to purchase directly from the school bookshop?

Yes, you may walk in to purchase your textbooks according to the dates and operating hours stated in the booklist. Kindly bring along your copy of the booklist as it will be your official receipt. We accept Cash, PayNow or Back to School Vouchers as payment.

6. What do I do if there is no one at home to receive the goods on the day of delivery?

Our courier partner Aramex will contact you via SMS the day before / on the day of delivery. If there is no one home to accept the parcel, you may liaise with them to reschedule delivery (one time free of charge) to your preferred date, or you can instruct them to leave the parcel at your gate/in the riser/in your shoe cabinet at your own risk.

7. What do I do if I have purchased the wrong textbook?

You may bring the textbook to the school bookshop for an exchange within 7 calendar days from the date of purchase or date of receipt for online orders. Please show your booklist or online order invoice for the exchange. Textbooks must be in good condition without name written on it. Digitised textbooks are not exchangeable once the seal is broken.

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8. Do I purchase 'Bundle' or 'Textbook only'?

You may purchase either option. Do note that the 'Bundle' option includes both the Print Textbook and Digitised Textbook. School recommends to purchase 'Bundle'.

9. Are we able to preorder online and self-collect?

Yes, you can select your preferred date and time slots for self-collection at the school bookshop. You are not allowed to make any changes to the date and time after placing your order.

10. I have applied for Financial Assistance Scheme, what do I do?

You have to wait for the approval of your application before you can proceed to the school bookshop to collect your textbooks. Please bring along the school approval letter and your copy of the booklist during the collection period. You are required to write down your full name, class, date and sign on all the collection forms.

11. Are we able to expedite the delivery as we will be out of town?

We are unable to expedite delivery for any order as orders are dispatched in sequential order. Alternatively, you may wish to choose self-collection at the school bookshop which you can select your preferred date and time slots.

12. For online orders, how do I know if items are out-of-stock (OOS)?

Out-of-stock will be indicated next to the item description, it will not be available for purchase.

13. For online orders, how will I be notified when the OOS items are available for purchase?

You may send an email (serangoon@shingleebookstores.com.sg) to us for your enquiry or you can purchase the item at the school bookshop when school reopens.

14. If my children are from the same school, can I combine my online order?

Yes, you may choose to combine both orders into one.

15. If I have paid for delivery for my first order, do I need to pay again for my next order?

Yes, our delivery charges are applicable per order.

16. Is it my responsibility to check the items during purchase/ self-collection?

Yes, all goods sold are non-refundable. Please check all your purchases before you leave the school canteen.

17. For walk-in purchase, may I opt for delivery service?

No. For delivery service, please proceed to order online instead within the stated period.