



BOOK CLUB FREQUENTLY ASKED QUESTIONS

Please check the FAQ below, before lodging a Help-Desk enquiry

1. How do I become a Scholastic Book Club customer?

Teachers, please call our Customer Service department Toll-Free at 0800 266 525 to receive your customer number and additional information about Book Clubs

2. Can my students order from more than one Club?

Yes! Each issue, your class can participate in as many Book Clubs as you wish. Some teachers offer students additional clubs to cater for a wider range of reading abilities or to give their students' families access to suitable books for younger or older siblings

3. If I am not a teacher, can I order directly from a Book Club?

Scholastic Book Clubs provide quality books to individual students and also support the reading environment of the classroom. They are only available through classroom, Daycare and Home-School teachers

4. What are Bonus Coupons and how can I earn them?

Bonus Coupons are dollar-value coupons earned when you place a Book Club order.

5. How do I spend my Bonus Coupons?

Bonus Coupons can be redeemed on any item on Book Club, Classroom Essentials Catalogue, Education Product (at full retail) and New Zealand Standing Orders Subscriptions (at full retail).

6. Do Bonus Coupons expire?

Bonus Coupons expire date 12 months after they are issued. The expiry date is printed on them.

7. What are Free Picks and how can I earn them?

Free Picks are earned when you place a classroom order. The value of Free Picks earned is based on the value of your order. To find out how they are calculated, refer to the Rewards table, provided in the Teacher Guide.

8. How do I redeem my Free Picks?

Free Picks must be redeemed at the time of your order. When you have finished placing your order, you will be asked to select your Free Picks before it is submitted. Free Picks cannot be redeemed after the order has been finalised and submitted, and cannot be redeemed for cash.

9. Can I use one cheque to pay for more than one order?

Yes, teachers (or parents) may use one cheque for all orders placed at the same time. Please include your Scholastic account number.

10. Do you accept credit card payments?

Yes. Teachers (and parents) may pay using MasterCard and Visa. There is no minimum transaction.

If you are still having problems please contact the [Help Desk](#)