

Dear St. Clement's School Students and Parents:

On behalf of Alpha Textbooks Inc. and St. Clement's School, we would like to tell you about the textbook ordering procedure for the upcoming 2024-25 school year.

- 1) Your official booklist will be available on our easy-to-use website www.alphatextbooks.com, or at our store. **For convenience, we recommend you to order online.**

ORDERING ONLINE

- 2) To order from our website, simply click the red "**Students Order Here**" button on the homepage. You will be asked to sign in or create a new account. Your account allows you to see your order history and your order status. Follow the instructions to create a new account. **Ensure you select your school.** Then verify your new account by clicking the link in the email you will immediately receive.
- 3) Once your account is verified, sign in. Select **St. Clement's School** and grade from the drop down menu and select your books. You can review your order by clicking on the shopping cart at the top of the page. Follow the instructions to enter your shipping and billing info. You may opt to pick up your books in our store, which will remove any shipping charges. Click "Place Order" to complete your order.
- 4) If you select store pick-up instead of shipping, please wait for the completion email stating your order is ready for pick up. We strongly encourage you to pick up your order within 7 days. Our address is 3709 Chesswood Drive (Sheppard Ave. W. & Allen Rd. is the nearest intersection).

RETURNS AND REFUNDS

- 5) Books may be returned for a full refund up to September 30th, 2024. **Etexts are not returnable.** Books must be returned in the same condition in which they were purchased. Please, **do not** write your name, stamp, or sticker anything in your book. Books returned after September 30th may be subject to a restocking fee.

In co-operation with St. Clement's School, it is Alpha Textbooks' goal to ensure that you can enjoy a true one-stop shopping experience. Accordingly, should you have any questions or concerns please do not hesitate to contact our customer service department for assistance.

Sincerely,

The Alpha Customer Service Team
info@alphatextbooks.com