

Terms & Conditions

Welcome to www.maltabook.com Terms and Conditions pertaining to the whole website. By placing an order through www.maltabook.com you are agreeing to be bound by the terms and conditions set out below.

Personal Details

- Each customer is responsible for the email address and password he or she supplies on registering with www.maltabook.com. Each session and transaction carried out through your email and password will be construed as your responsibility. Therefore, keep your password safe and do not divulge it to anyone. Passwords can be immediately changed if it is suspected that they have been compromised.
- Ensure that the personal details and information you register with www.maltabook.com are accurate. Place orders in your name even if you would like the orders to be delivered to third parties. Delivery addresses can be different to client addresses.
- Inform www.maltabook.com of any changes in your personal details, such as address, billing details and delivery details. You can directly change these details yourself by logging into your account and saving the necessary amendments.

Orders

- While www.maltabook.com does its utmost to have an accurate and updated website, instances might occur where items in stock are double ordered. In such cases the order that came in first will be given the book while the second order placed will be given a refund if the book is out of stock and has already been paid for online.
- Where for some reason www.maltabook.com cannot correctly fulfill an order, the customer will be thus informed and a refund for cancelled pre-paid orders or an exchange of order items can be agreed upon.
- While www.maltabook.com takes care to reproduce online a faithful image of the cover of the titles it has in stock, there are instances where the covers delivered will not match the edition cover reproduced online.
- Orders placed can be delivered to your home or place of work or collected from Aquilina Bookshop in 58D Republic Street Valletta VLT 1117. Please accurately mark your collection/delivery option with your order.

Order Payment

- Orders delivered across Malta can be paid either online when placing the order through our safe online gateway They can also, otherwise, be settled on delivery by cash or by cheque.
- Orders placed from Gozo have to be settled through online payment or by cheque prior to the order being processed and sent by mail. Overseas orders require shipping charges verification and total order online payment prior to the order being shipped out.

Privacy

- www.maltabook.com gathers the personal details of clients that pertain to the order processing and order collection/delivery. We keep the details safe and do not divulge them to third parties. New customers registering an account with www.maltabook.com will automatically be signed up to the maltabook.com newsletter and promotional updates. Customers who do not wish to receive email shots from www.maltabook.com should unsubscribe from our mailing list as soon as they receive their first email shot by sending a blank e/mail with the subject "Unsubscribe"

Deliveries and Shipping

- Orders placed will be processed by the first working days following the order. Deliveries will be scheduled at as early a date as possible.
- The free delivery does not apply to overseas order shipping. Where overseas orders are placed and paid in full including shipping charges.

Returns

- It is the policy of www.maltabook.com to deliver its orders in the condition specified on the website.
- Where orders delivered differ in condition from that specified, we request the return of the item and a refund will be given by cheque or into the online account the order was initially paid through. Items can also be exchanged as long as they are returned to us in the original condition in which they were delivered. Exchange of products damaged by customers will be subject to management's discretion.
- In your correspondence please always include your name and surname and your order number together with the complaint being placed.
- Returns can be affected up to 14 days from order delivery.

The utilization of www.maltabook.com together with the placing of orders, processing and delivery are made in accordance with these terms and conditions. Nothing in these Terms and Conditions shall in any way be deemed to restrict your statutory rights under the Maltese Law.