

# Copperfield's Online Book Fair: FAQs



**Q: What website do I use for the Copperfield's Online Book Fair?**

- [www.copperfair.com](http://www.copperfair.com)

**Q: How long is the Online Book Fair?**

- Your Online Book Fair goes from Monday – Sunday on the week chosen by your school representatives (*on rare occasions dates might be extended or shortened by arrangement, so to be sure make sure you ask a teacher or librarian*).

**Q: How do I find my school's landing page?**

- If you hover over the menu item entitled 'Events' a drop down of active Book Fair schools will appear and you can choose your school from there.

**Q: How do I let you know what school I'm associated with?**

- As you are checking out on the website there is a field that will require you to choose your associated school.

**Q: What donation amount will the school receive?**

- The school will receive anywhere from 10% to 20% of pre-tax sales as a donation depending on final sales amounts.

**Q: Will my school receive a donation if I shop at a Copperfield's Store or the main Copperfield's website ([copperfieldsbooks.com](http://copperfieldsbooks.com)) during the time of our Online Book Fair?**

- Book Fair donations can only come from purchases made on the [copperfair.com](http://copperfair.com) website. No in-store purchases or purchases from the main website will generate a school donation.

**Q: What types of payment are accepted on the website?**

- Credit and Debit card payments are the only form of payment accepted on the website at this time.
- At this time, we are unable to accept Copperfield's Gift Cards for online purchases.

**Q: If I'm a Copperfield's Rewards Member, will I get my 10% discount for Online Book Fair Purchases?**

- At this time the Copperfield's Rewards Member Discount does not apply for Book Fair.

**Q: What type of selection can be expected on the website?**

- The website has 10s of thousands of titles ranging from infant to adult, including titles available for pre-order.
- We have selection of gift and stationary items for purchase on the website as well.

**Q: What are my shipping options?**

- We currently offer two shipping options:
- 1 – Direct Shipping. In this case your order will be shipped directly to the shipping address provided and will include a flat rate shipping charge of \$5.00 at checkout.
- 2 – Copperfield's in-store or curbside pick-up. If this is your desired shipping option, there will be no shipping charge and you will need to select which store you would like to pick up from.

**Q: When can I expect to receive my order?**

***Important note:** The selections on the website are not representative of what we have immediately available in-store. They are what we are able to acquire for you. In a number of cases – especially popular titles and new releases – we will have copies on hand, but for the majority we are going to be placing orders for the titles requested. As such, please continue to shipping expectations.*

- Whether you are having your order shipped directly, or picking up from a store, expectations should be set at delivery/ availability 5 – 15 business days from the last day of the school Book Fair. However, in-store pick up will most often be faster than direct shipping.
- If an item you are ordering is a **pre-order title**, it will not ship until the date of release, so please make note of this for your records.
- If an item is back ordered, we will contact you individually to see if you would like to proceed with the order, or if you would like a refund.

**Q: What if we have more general questions or order inquiries?**

- Please send an email to [onlinefair@copperbook.com](mailto:onlinefair@copperbook.com)
- Our staff is available Monday – Friday 9:00am to 3:00pm to answer your questions.