



## Frequently Asked Questions

- **How do I arrange to borrow books?**  
Book borrowing service will commence on January 2nd, 2017. At least 24 hours' written notice to be given prior to visiting BMAB office to borrow books via email to [member@bringmeabook.org.hk](mailto:member@bringmeabook.org.hk)
- **How many friends can I bring to BMAB office when I borrow books?**  
Each member can bring up to 4 guests (adults and/or children) each visit to BMAB office for up to 1 hour during weekdays 9.30am-5.30pm (except public holidays)
- **How many books can I borrow and for how long?**  
Each registered member may borrow a maximum of FOUR books from the designated "Membership Shelves" at BMAB office for a period of up to 14 days
- **What if I'm late returning the books?**  
Overdue fine is imposed on each book that is returned late. The charge is \$8 per day or part of a day for each book is borrowed
- **What if the book is lost, damaged or stolen?**  
If any borrowed book is lost, stolen or damaged, the borrower shall be liable to pay Bring Me a Book Hong Kong the book cost, delivery charge and \$100 administration fee.
- **Can I exchange the birthday book?**  
If the book is in good condition upon receipt, birthday books are non-exchangeable. Should you or your child already have the book, we encourage you to share the love and pass the book on to a friend. However, we do take pride in selecting newly published books or ones that are not so easily found in local bookstores to lower chances of the child already having a copy of the book. If the book arrives in poor condition, please contact us at [member@bringmeabook.org.hk](mailto:member@bringmeabook.org.hk) within 14 days of receipt, so we can replace ASAP.
- **I had another baby and would like to add another child to the membership?**  
Additional child(ren) can be added to the membership at any time, please send an email to [member@bringmeabook.org.hk](mailto:member@bringmeabook.org.hk) to settle payment and arrangement
- **Can I bring friends to the "exclusive members only" book sales?**  
Each member can bring up to five guests (adults and/or children) to the book sales but the adult member must be present
- **Can I bring friends to the "exclusive members only" events?**  
Each member can bring up to two guests (adults and/or children) to the events but the adult member must be present
- **Can I subscribe as a member from overseas?**  
Yes, memberships can be purchased worldwide. For birthday book delivery, local HK postage is included. For overseas delivery, receiver be charged international shipping directly upon delivery of birthday book.

**Bring Me a Book Hong Kong**  
7/F On Lan Center, 11-15 On Lan Street  
Central, Hong Kong  
Tel: (852) 2127-4533  
[www.bringmeabook.org.hk](http://www.bringmeabook.org.hk)

- **How does the “Gift a Membership” work?**  
BMAB membership is a unique gift for a family member, friend, colleague or teacher. Please click on the appropriate tab and purchaser will be prompted for some basic information after which we will follow up directly with member for more details (child’s interest/reading level etc)
- **Can you include a personal message from me as a gift membership?**  
Yes. You will be prompted to provide a personal message during the checkout process
- **What happens if I move house or am away from home for an extended period of time?**  
Please keep us updated on any changes to your delivery address. If you have any concerns about the delivery of your parcel you can contact Bring Me a Book Hong Kong at any time
- **I loved it! How do I renew my Bring Me a Book Membership?**  
You will receive a reminder before your subscription ends to renew it online. Alternatively, you can contact us by email at [member@bringmeabook.org.hk](mailto:member@bringmeabook.org.hk) or phone at (852) 2127-4533

## 常見問題

- **如何借閱本會書籍？**  
借書服務將於 2017 年 1 月 2 日正式開始。如欲到訪本會辦公室借閱書籍，請於至少 24 小時前以書面通知形式電郵到 [member@bringmeabook.org.hk](mailto:member@bringmeabook.org.hk) 預約。
- **到訪本會辦公室借書時，可與多少位朋友同行？**  
每位會員可於星期一至五 (公眾假期除外) 上午 9:30 至下午 5:30 期間帶同最多 4 位朋友(成人或小孩)到我們辦公室借書 (時限: 1 小時)。
- **可以外借多少本書籍及借閱期限多久？**  
每位登記會員可從我們辦公室內指定的「會員書架」中最多外借 4 本書籍，每次限期 14 天。
- **逾期歸還書籍怎麼辦？**  
逾期歸還的外借書籍須繳付罰款。每本書籍逾期罰款為每天 8 元，不足一天亦作一天計算。
- **如遺失、損壞或被盜外借書籍，應該怎麼辦？**  
如果書籍遺失、損壞或被盜，需繳付書籍成本、運費及 100 元行政費用作補購之用。
- **可否退換生日贈送的書籍？**  
如果書籍沒有任何損壞問題，生日書是不可退換的。如果您或您的孩子已經擁有相同的書籍，我們鼓勵您可透過分享書籍給朋友，傳遞關愛的訊息。此外，我們會盡量選擇贈送新出版或難以在本地書店購買的書籍，從而減少重覆的情況。  
如收到生日書後發現有損壞，請透過電郵 [member@bringmeabook.org.hk](mailto:member@bringmeabook.org.hk) 與我們聯繫，以便盡快安排更換。

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- **可否添加新生小孩到會員戶口？**  
如需添加新出生成員到會員戶口，請電郵至 [member@bringmeabook.org.hk](mailto:member@bringmeabook.org.hk) 以進行付款及進一步安排。
- **能否帶同朋友出席會員獨家賣書日？**  
每位會員最多可帶同 5 位朋友 (成人或小孩) 一同出席本會的賣書日，唯成人會員必須同行。
- **能否帶同朋友出席「會員獨家活動」？**  
每位會員最多可帶同 2 位朋友 (成人或小孩) 一同出席本會舉辦的會員獨家活動，唯成人會員必須同行。
- **海外讀者能否申請成為會員？**  
可以，唯運送生日書到海外，運費需由收件人支付 (貨到付款)；本地生日書運送則費用全免。
- **什麼是會籍送贈？**  
本會會籍可送贈給家人、朋友、同事或老師作為獨特的禮物。送贈者在付款前別選適當的選擇欄，並提供一些基本資料，之後我們將直接跟接收者 (會員) 了解更多其詳細資料 (例如: 孩子的興趣 / 閱讀水平等)。
- **送贈會籍給朋友時，能否包括個人信息？**  
可以。在結帳過程中，系統將提示您提供個人信息。
- **如本人需搬遷或離家一段日子，應該怎麼辦呢？**  
如果您的送貨地址有任何變更，請隨時通知我們為您更新資料。如您對包裹的交付有任何問題，歡迎隨時聯繫本會查詢。
- **如何辦理續會手續？**  
在會員有效期完結前，您將收到網上續會通知。您亦可發電郵至 [member@bringmeabook.org.hk](mailto:member@bringmeabook.org.hk) 或致電本會 (852) 2127-4533 與我們聯繫。