

FEDERAL COURT HANDS DOWN ORDERS ON BOOKTOPIA-ACCC MATTER

Booktopia Group Limited (ASX: BKG) announced today the Federal Court has handed down its orders on proceedings commenced by the ACCC in December 2021.

The proceedings concern two statements that previously appeared on Booktopia's Terms of Business to the effect that customers who receive an item that is incorrect, damaged or faulty, were required to notify Booktopia within 2 business days of delivery and that returns and refunds were not possible for certain types of products, and statements made to 19 customers that it was not obliged to provide a remedy if the customer had not contacted Booktopia within two business days. These website statements were removed from 3 November 2021. Booktopia acknowledges that these statements were not correct and not consistent with Booktopia's obligations under the Australian Consumer Law.

The Federal Court has made declarations and ordered Booktopia to pay total pecuniary penalties of \$6 million to be paid in instalments over five years, subject to the terms of the Orders.

As well as the payment of a penalty, the Federal Court has ordered Booktopia to publish on its website a notice acknowledging the contravention of the Australian Consumer Law and establish and maintain a Consumer Law Compliance Program.

Booktopia has made a provision for the penalties and other costs related to the action in its financial accounts.

Booktopia Chairman, Peter George, said: "Booktopia takes its obligations under the Australian Consumer Law and its commitment to customer service very seriously and has cooperated with the ACCC throughout the process. We are glad to put this behind us and to continue to serve Australian customers with the book buying experience they have known and loved for many years."

Authorised for lodgment by Peter George, Chairman on behalf of the Board.

ENDS

Media and investor relations enquiries to:

Ben Ready
RGC Media & Mktng
0415 743 838
ben@rgcmm.com.au