

BOOKTOPIA RESPONDS TO ACCC PROCEEDINGS

The ACCC has today informed Booktopia Group Limited (ASX: BKG) that it intends to commence proceedings in the Federal Court of Australia. The proceedings relate to two statements that used to appear 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.

Booktopia included these statements in our Terms of Business to ensure that we could confidently provide replacements, refunds and other remedies to customers. We always encourage customers to contact us so that we can resolve their concerns. At no time were these communications intended to exclude or limit Booktopia's obligations under the Australian Consumer Law.

As an Australian company, Booktopia takes its obligations under the Australian Consumer Law and its commitment to customer service very seriously and has provided all cooperation to the ACCC in a timely manner.

Customer service is fundamental to how Booktopia trains its staff, sets policies and empowers staff to look after the customer.

Authorised for lodgment by Chris Beare, Chairman on behalf of the Board.

ENDS

Media enquiries to:

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

About Booktopia

Booktopia Group is the largest Australian-owned online book retailer by market share. It is an Australian home-grown business having sold items to more than five million customers since establishment, with \$1 billion in sales since its 2004 inception. Since FY2012, Booktopia Group has sold more than 41 million items to its growing customer base. The Company sold one item approximately every 3.9 seconds and shipped approximately 8.2 million items in the 12 months to 30th June 2021, averaging 32,800 items per business day. Revenue was \$223m in FY21, up from \$165m in FY20, and underlying EBITDA in FY21 was \$13.6m up 125% on its FY20 EBITDA of \$6m. The company was listed on the Australian Securities Exchange (ASX) in December 2020 after completing a \$43.1 million capital initial public offering.