

Romantasy Subscription FAQs

When will we receive the books?

Your book box subscription will be delivered in the months: March, June, September, and December.

What is the last date I can change my address?

The deadline for address changes for our romantasy subscription is two weeks before the month of dispatch. For example, for our March book, which ships in March, the address change deadline will be 15th February at 00:00 GMT.

Can I skip boxes?

As part of your subscription, you are allowed one skip per year, which can be used at any time. This applies to customers who have paid via the quarterly payment method and the annual payment method. Please reach out to us at support@lilaclibrarys.com for more information. If a customer skips their subscription more than once within a calendar year, we reserve the right to cancel their subscription.

Will we know what books we will be getting?

We will share themes and book descriptions in the lead-up to the next book box and announce the title and author before payment is taken for the next quarter.

When will the books be shipped?

Our aim is for these books to be dispatched at the start of the month. For example, our March book box will be shipped in the first week of March.

Can I cancel my subscription?

For Quarterly Subscribers: You can cancel your subscription at any time, but please note that the cancellation will apply to the next billing cycle if payment has already been taken. Once your subscription is cancelled, no further automatic payments will be taken.

For Annual Subscribers: You can cancel your subscription at any time, but please note that the cancellation will apply to the next billing cycle. You will continue to receive any book boxes you've already paid for, but no refund will be issued for unused quarters. Once your subscription is cancelled, no further automatic payments will be taken.

Please reach out to us at support@lilaclibrarys.com to cancel your subscription. Make sure to read the full T&Cs before signing up.

How does the quarterly payment plan work?

When you subscribe to our book box service on a quarterly plan, you will be billed £40 (plus shipping) once every three months for a book that will be delivered at the start of the next quarter. For example, for your June 2025 box, payment will be taken at the end of March 2025.

When you place your initial order for our subscription box, payment will be taken immediately. After this, the subscription will renew on the 29th day of each quarter (29th March 2025, 29th June 2025, 29th September 2025, 29th December 2025, and so on).

Each payment covers the cost of one book box subscription, which includes a specially curated special edition book.

Please note: For our first subscription box to land on your doorstep at the end of March 2025, you will need to sign up and pay your initial fee by the 24th of October 2024.

How does the annual payment plan work?

When you subscribe to our book box service on our annual plan, you will be billed £145 (plus a year's shipping) once a year for all four book boxes that you will receive throughout the year. This one-time payment covers the cost of a book delivered every three months.

You will be charged immediately when you sign up for our annual subscription. This payment covers all four book boxes that will be delivered over the next 12 months.

Shipping is based on one delivery address, so an additional cost may occur if the address needs to change throughout the year.

What if I miss a payment?

For Quarterly Subscribers: If a payment fails, we will notify you and attempt to process it again. If we are unable to process the payment after several attempts, your subscription may be paused, and you won't receive the next quarter's book box until the payment is resolved. Please contact us if you have any questions regarding your payment.

For annual subscribers: Since the annual plan requires a one-time payment, there is no recurring billing during the year. If your payment method fails during the sign-up process, you will need to update your payment information to complete the subscription.

What perks do subscribers get?

Being a book box subscriber to Lilac Library will allow you early access to all our special edition book sales outside of our subscription service. You will receive an early access code to our website before our products go live for general sale.

What happens if I sign up in the middle of the quarter/ year?

For Quarterly Subscribers: If you sign up in the middle of a quarter, you will be charged immediately for the next quarter's book box. Your first book will arrive at the start of the following quarter.

For Annual Subscribers: If you sign up mid-year, your payment will cover the remaining quarters for that year. For example, if you sign up in June, your payment will cover the boxes until June of the following year.

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When you place your initial order for our subscription box, payment will be taken immediately. After this, the subscription will renew on the 29th day of each quarter (29th March 2025, 29th June 2025, 29th September 2025, 29th December 2025, and so on).

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