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# down ebook store and DELETE everyone's books in July – how to get a refund

Refunds will be received via the original payment method

By Charlotte Edwards, Digital Technology and Science Reporter  
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1 COMMENT

**MICROSOFT is going to completely close its ebook store this summer and any books that have already been purchased will also be deleted.**

Users of the Microsoft Store books category can no longer buy, rent or pre-order books but can continue to read any already purchased books on Microsoft Edge until early July 2019.



The ebook service struggled to compete with Amazon Kindle

With only a couple of months left to read all their purchased items before they disappear forever, its fair for customers to be expecting a refund.

Microsoft is honouring this and will be offering full refunds for purchased books with a bonus \$25 (£19) credit for anyone who has annotated the books using the software.

A Microsoft Spokesperson has stated: "Starting April 2, 2019, we will begin sunsetting the books category within Microsoft Store. Our priority is to ensure a smooth process for customers and partners alike, and we will provide full refunds for customers' purchased content from the books category of Microsoft Store.

"We are contacting customers directly regarding this change. We are streamlining our focus for Microsoft Store and books as a dedicated category is no longer a focus for the company."

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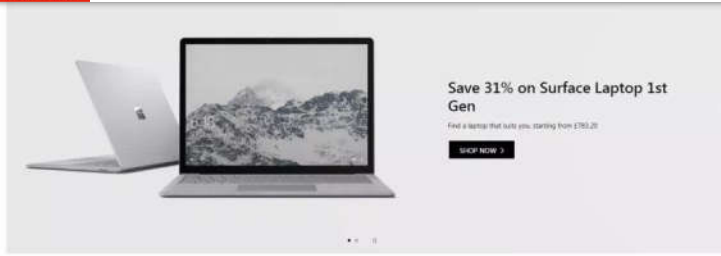
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The Microsoft Store offers a range of other services

Microsoft has even recommended pre-ordering books on "another digital book store" because any books pre-ordered on the Microsoft Store set for delivery after 2nd April will be cancelled.

The service was only available in the US and customers will start to be refunded automatically in early July this year.

Refunds will be received via the original payment method that was used but if that method is no longer valid or on file with Microsoft then those users will receive credit back on their Microsoft account for use online in the Microsoft Store.

The same applies for customers who bought books using a gift card or credit.

Microsoft has not yet commented on how many books or people have been affected by its decision to delete the ebook service.

In 2017, Microsoft had to get rid of its Groove Music service which was competing with Spotify.

Deleting these services has made users more sceptical of purchasing from the Microsoft store and tech website Windows Central is now questioning whether Microsoft's Movies & TV will be killed off next.

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