

# UMassAmherst

## Virtual Bookstore Student FAQ

**Welcome to the UMass Virtual Bookstore - your official source for affordable textbook options. We offer textbook rentals, new and used textbooks, eTextbooks, textbook buybacks, school supplies, and much more. Learn more about your options for textbooks and other course materials below.**

**NEW Textbooks** - New books are brand new from the publisher. They come directly from our warehouse to you. New books will arrive fresh in appearance with a crisp, unopened feel.

**USED Textbooks** - Used textbooks are a great way to save money. A used book may contain reasonable highlighting, margin notes or other markings. We'll always choose the highest quality used textbooks available to fill your order.

**RENTAL Textbooks** - By renting your textbooks, you can save as much as 80% on your textbook expenses. When renting your textbooks be sure to pay attention to the following items:

- The term of your rental period (i.e. semester, quarter, or short term)
- The date that your rental is due back
- Which books you rented to ensure the correct returns are made

You are able to view all of this information via the "My Account" section of the Virtual Bookstore. To aid in the return of rented textbooks, we provide you with a prepaid UPS label to ship your book(s) back to our warehouse. This label is accessible through the "My Account" section of our site under the "My Rentals" tab or can be printed by visiting [umass.ecampus.com/return-my-rental](http://umass.ecampus.com/return-my-rental). To avoid additional charges, your return shipments must be scanned within the UPS package tracking system by the rental return date.

**eTextbooks** - eTextbooks are digital versions of print textbooks that contain the same content as the print textbooks and include enhanced features such as high-speed search and electronic note-taking. Once you purchase an e-book from [umass.ecampus.com](http://umass.ecampus.com), you will receive an email with a link to access your eTextbook online. Be sure to note the following items when purchasing an e-book:

- Whether you have a device on which you can access e-books
- Whether you are comfortable accessing your course materials via your device on a regular basis
- The subscription time (i.e. the time frame you will have access to this e-book via your device)

Due to the nature of the item, e-book purchases are not eligible for return or refund under any circumstances as stated in your shopping cart, during the checkout process and other areas of our website. UMass eTextbooks are supported by VitalSource.

---

### WHY ORDER THROUGH THE UMASS VIRTUAL BOOKSTORE?

- We are your school's official bookstore and by ordering through the Virtual Bookstore, we guarantee you will receive the correct items for your courses. We also have a dedicated customer service department to answer any questions you have. Finally, we monitor all orders daily to ensure you receive books as quickly as possible and before the start of class.

### WHY ARE THERE NO TEXTBOOKS LISTED FOR MY CLASS?

- If you do not see a textbook listed for a particular class, this could be because either there is no text required for the course or the instructor has not yet made a textbook decision. You will need to check back to see if a book has been added.

### WILL TEXTBOOK PRICES CHANGE?

- The UMass Virtual Bookstore's goal is to offer students the most competitive price for their textbook purchases. With our competitive pricing model, textbook prices are subject to change based on market prices and inventory conditions.

### WHAT ARE MARKETPLACE BOOKS?

- Marketplace books are items listed and shipped by individual sellers, such as other students and parents. These sellers must confirm your order within 3 business days. Each marketplace book has its own condition description and shipping cost associated, so please be sure to read the item's description before ordering. Not all marketplace items are available for expedited shipping and these items will arrive separately from the rest of your order.

# UMassAmherst

## Virtual Bookstore Student FAQ

### WHEN WILL MY BOOKS BE SHIPPED?

- Books are shipped based on availability. The availability of each book will be indicated under the condition of each item. If a book is in stock and your order is placed before 4 PM EST, it will ship same day. Any orders placed after 4 PM EST will ship the next business day. Your books will be shipped via UPS. Books are shipped and delivered Monday through Friday. We offer free UPS shipping on all orders, excluding marketplace purchases.

### WHERE WILL MY BOOKS BE SHIPPED?

- You may ship your order anywhere you choose, including your on-campus address. Additionally, when entering shipping information, you will have the option to check the "Ship to Campus" box. Once this box is checked, a dropdown will appear and you may select the Student Center or South Campus. Your order will then be shipped to one of these locations. You will receive email and text message alerts (if you choose to opt in) when your package is received and ready for pick up.

### DO YOU TAKE DEBIT CARDS? WHAT CREDIT CARDS DO YOU TAKE?

- Yes, we take debit cards, as long as they have the VISA or MasterCard logo. We also accept Visa, MasterCard, American Express, and Discover credit cards for payment of online purchases. You may also use PayPal. For more information, please follow the Help Desk link located at the very bottom of the UMass Virtual Bookstore page.

### WHEN DOES MY CREDIT CARD GET CHARGED?

- Your credit card will be authorized and charged upon placing your order. If you are renting books, your card will remain on file in case the rented items are not returned in saleable condition or not returned at all.

### WHAT IF I DON'T HAVE A DEBIT/CREDIT CARD; CAN I STILL ORDER?

- If you do not have a debit/credit card to make a payment online, you can mail a check or money order to us along with a printed copy of your order. The check must cover the cost of the order, plus shipping. Your order will be processed once the check or money order has cleared our financial institution. You cannot rent textbooks if you pay with a check or money order.

If you would like to place your order with this method, we will need the following information:

- School with which you are associated
- Classes you are taking
- Names of books, ISBNs, quantity, and condition (New or Used) Your preferred shipping method
- Your shipping address
- A contact email address and phone number

Send the above information along with your payment to:

#### eCampus

**Attn: University of Massachusetts Amherst Contract Schools Division  
2415 Palumbo Drive  
Lexington, KY 40509**

### WHERE CAN I FIND MY ORDER INFORMATION, ORDER STATUS, ETC.?

- Select "My Account" at the top-right corner of the UMass Virtual Bookstore. After signing in to your account, you can check the status of your order, buyback, or return. If you have any other questions, contact the Virtual Bookstore Customer Service department: (877)-284-6744.

### WHO DO I NEED TO CONTACT WITH QUESTIONS REGARDING ORDERS?

- Please contact the UMass Virtual Bookstore Customer Service department:  
Email: [umass@ecampus.com](mailto:umass@ecampus.com)

# UMassAmherst

## Virtual Bookstore Student FAQ

### HOW DO I SELL MY TEXTBOOKS BACK TO THE UMass VIRTUAL BOOKSTORE?

- Representatives from the UMass Virtual Bookstore will be on site at the end of each semester for you to return rentals and sell your textbooks for cash. You can also sell textbooks online 24/7. Go to the UMass Virtual Bookstore website at [umass.ecampus.com](http://umass.ecampus.com).
  1. Click the Sell Textbooks button
  2. Enter the ISBNs of the books you wish to sell (up to 8 at a time) and click Get Quote
  3. You can select whether you want to receive a check, direct deposit, or in-store credit
    - a. If in-store credit is selected, an additional bonus will be added to the buyback amount. The credit will be available on the payment screen when future orders are placed.
  4. Select the textbooks you wish to sell back and click Sell This Book
  5. Enter your login information or continue as a New Customer if this is your first time selling back
  6. Select the method of payment you would like to receive
  7. Print your free UPS label and stick it on the box in which you will ship your books.
    - a. Be sure you take the books to a UPS location and NOT the post office
  8. Wait for your payment!
    - a. Checks and direct deposit may take up to 4-6 business days.
    - b. In-store credit should be available within 3-5 business days of delivery to our warehouse.