

## Student FAQ

### WHY ORDER THROUGH THE ONLINE BOOKSTORE?

We are your school's official textbook provider and we guarantee you will receive the correct items for your courses. We monitor all orders daily to ensure you receive your course materials as quickly as possible and before the start of class. If you are unsure about the materials required for your courses, our dedicated Customer Service Department is happy to answer any questions you may have.

### HOW DO I FIND OUT WHAT BOOKS I NEED TO ORDER FOR MY CLASSES?

You may shop for your required course materials by visiting the Online Bookstore at [bowdoin.ecampus.com](http://bowdoin.ecampus.com) and selecting Order Textbooks. You will then select the Semester, Department, Course, and Section for your class; all required, recommended, choice, and optional materials will be listed. We've made every effort to show all cross-listed courses. However, if you don't see a course listed, check the Bowdoin Class Finder. Your course should be listed underneath your instructor's primary department.

### WHY IS THERE NOT A TEXTBOOK LISTED FOR MY CLASS?

You will not see anything listed for your course if a textbook is not being required or if your instructor has not yet decided on which textbook should be used. You will need to check back periodically to see if a book has been added. Please contact your instructor or the Assistant Director of the Bowdoin Store Andrea Sehestedt at [aseheste@bowdoin.edu](mailto:aseheste@bowdoin.edu) if you have specific course materials questions.

### WILL YOUR TEXTBOOK PRICES CHANGE?

Our goal is to promote textbook affordability and provide students with the cheapest textbook options. Our competitive and dynamic pricing model makes all textbook prices subject to change based on market prices and inventory conditions.

### HOW IS THE MARKETPLACE DIFFERENT?

The books that are listed on the Marketplace are sold and shipped to you from individual sellers, such as other students and parents. These sellers must confirm your order within three business days or your marketplace order will be cancelled and your method of payment will be refunded. Each marketplace listing has its own condition description and shipping cost associated, so please be sure to read the description before ordering your textbook from the Marketplace seller. Not all items sold on the marketplace are available for expedited shipping and could arrive separately from the rest of your order.

### WHEN WILL MY BOOKS BE SHIPPED?

If the books you order are in stock and your order is placed before 4 PM EST, it will ship same day! Orders placed after 4 PM EST will ship the next business day. If all items you order are not in stock, your order will ship when it is complete. This means the order will be held and shipped once the entire order is filled. If the order has not yet been filled and it is within two weeks of the course start date, items will ship as they become available. Availability of each book will be indicated under the section that indicates "condition" of each item. Books are shipped via your selected shipping method and delivered Monday through Friday.

### WHERE WILL MY BOOKS BE SHIPPED?

You may enter any desired shipping address on the checkout page. If you are shipping books to the Bowdoin campus, you must use the correct format for your campus address:

**(Student Name)**  
**Bowdoin College ### Smith Union**  
**Brunswick, ME 04011**

Please do not use the word "Box" or "PO Box" in your Bowdoin address as this could create confusion with the local post office and may prohibit you from choosing certain shipping options or delay the delivery of your order.

### WHAT TYPE OF DEBIT AND CREDIT CARDS DO YOU ACCEPT AND WHEN WILL THEY BE CHARGED?

We accept VISA and Mastercard Debit and Credit Cards along with American Express and Discover Credit Cards. Also, you have the option to use PayPal as a method of payment. 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.

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**HOW DO I ORDER IF I DON'T HAVE A DEBIT/CREDIT CARD?**

You may 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 and shipping charges. Your order will be processed once the check or money order has been approved. You cannot rent textbooks if you pay with a check or money order. If you would like to place your order with this method of payment, we will need the following information:

- *School you attend*
- *Registered courses*
- *Names of books, ISBNs, quantity, and condition (New or Used),*
- *Preferred shipping method*
- *Shipping address*
- *Email address*
- *Phone number*

You will need to send the requested information to the address listed below along with your method of payment:

**eCampus****Attn: Bowdoin College Contract Schools Division****2415 Palumbo Drive****Lexington, KY 40509**

eCampus gift cards can also be purchased by visiting the Online Bookstore at [bowdoin.ecampus.com](http://bowdoin.ecampus.com) and selecting Gift Certificates at the bottom of the screen under Quick Links. Please note – these gift certificates can only be used on the Online Bookstore.

**WHERE CAN I FIND THE STATUS OF MY ORDER, RETURN OR BUYBACK?**

Select the My Account head icon at the top-right corner of the Online Bookstore. You will be able to check the status of your order, buyback, or return after signing in to your account. You may return your order for a full refund up to 30 days after the start of class, or 30 days from the time of your order if classes have already begun. Shrink-wrapped materials must still have the wrap in order to return. If you choose a pre-paid shipping label, a \$7 fee will be deducted from your total refund.

**CAN I RETURN EBOOKS FOR A REFUND?**

eBooks that are distributed through Vital Source are eligible for a refund only if less than 10% of the book has been accessed. Other eBook or digital items are not eligible for a refund unless the publisher's return policy is also met and the access code has not been redeemed.

**HOW SHOULD I SELL MY BOOKS BACK?**

You are able to sell your textbooks online 24/7 by visiting [bowdoin.ecampus.com](http://bowdoin.ecampus.com).

1. Select the **Sell Textbooks** button.
2. Enter the ISBNs of the books you wish to sell (up to 8 at a time) and select **Get Quote**.
3. Choose which textbooks you wish to sell and then select **Sell This Book**.
4. Log in with your Bowdoin College login credentials or you may also continue as a New Customer if you have not previously created an account.
5. Select whether you wish to receive a check, direct deposit, or Online Bookstore credit as your method of payment.
  - An additional bonus will be added to your buyback amount if you select to receive Online Bookstore credit. The Online Bookstore credit will be available on the payment screen the next time you place an order.
6. Print off your free UPS shipping label and packing slip, affix the label on top of your box, and place the packing slip inside the box with the books you are selling back.
  - You will need to drop off your package at a UPS location.
7. Wait for payment!
  - Check and direct deposits may take up to 4-6 business days.
  - Online Bookstore credit should be available within 3-5 business days of delivery to our warehouse.