



Student FAQ

WHY ORDER THROUGH THE NDC ONLINE BOOKSTORE?

We are your school's official bookstore and by ordering through the NDC Online 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 Notre Dame College Online 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.

WHERE WILL MY BOOKS BE SHIPPED?

You may ship your order anywhere you choose. When entering shipping information, you will have the option to check the "Ship to Campus" box.

WHEN WILL MY BOOKS BE SHIPPED?

Books are shipped and delivered Monday through Friday. We offer free USPS (Economy) shipping, excluding marketplace purchases, or UPS (Standard) shipping.

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

Yes, we do 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.

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.

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

Click "My Account" at the top-right corner of the Notre Dame College Online 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 Customer Service department: (859) 209-6958.



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WHO DO I NEED TO CONTACT WITH QUESTIONS REGARDING ORDERS?

Please contact Customer Service department:

Phone: **(859)209-6958**

Email: bookstore@ecampus.com

MAY I ORDER MY BOOKS USING MY BOOK ADVANCE/FINANCIAL AID?

Yes. If you have available funds in your student account you may qualify for a book advance to purchase your textbooks – eligibility is required. Eligibility requirements: Students must submit a request (each semester) for a book advance via MyNDC.

1. Login to MyNDC
2. Click on Student Accounts tab (on blue dashboard)
3. Click on Book Advance Request link (on left hand side of page)
4. Complete the online form.

Students will receive a response from the Office of Student Accounts – approval or denial, and instructions on how to use book advance in the NDC Online Bookstore. Once approved, the funds will be available to apply to your purchase on the payment screen. If your funds do not cover the cost of the order, you will need to provide a credit or debit card to cover the remaining total.

WHY DO I NEED TO ENTER CREDIT CARD INFORMATION, IF I AM PAYING WITH MY BOOK ADVANCE/ FINANCIAL AID?

If you are renting any of your textbooks, a credit card is required to keep on file as collateral. In the event your rental book is not returned by the rental return date (indicated at the time of your order) or returned damaged, this credit card will be charged the price of a new copy. The credit card must have an expiration date that is beyond the rental return date to be accepted. If the rental textbooks are returned to us on time and in good condition, this credit card will not be charged.

HOW DO I SELL MY TEXTBOOKS BACK TO THE ONLINE BOOKSTORE?

Representatives from the Online 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 on the Online Bookstore.

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. 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. Be sure you take the books to a UPS location and NOT the post office.
8. Wait for your payment! Checks and direct deposit may take up to 4-6 business days. In-store credit should be available within 3-5 business days of delivery to our warehouse.