

### **Why order through the Online Bookstore?**

As your school's official 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 course materials as quickly as possible and before the start of class.

### **Why are there no course materials listed for a class?**

If you do not see any course materials listed for a particular class, this could be because course materials have not been finalized or are not required by the professor. You will need to check back to see if any course materials have been added.

### **Will textbook prices change?**

The Online Bookstore's goal is to offer students the most competitive price for their textbooks. With our dynamic 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 independent sellers, such as other students and parents. These sellers have two (2) business days after your order is placed to ship the order. Please be sure to read each item's description before ordering, as each Marketplace book has its own condition, description, and shipping cost. Not all Marketplace items are available for expedited shipping, and these items will arrive separately from the rest of your order.

### **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 11 AM ET, it will ship the same day. Any orders placed after 11 AM ET will ship the next business day. If all items are not in stock at the time you place your order, it will be held and shipped once the entire order is filled. If it is within two (2) weeks of the course start date, items will ship as they are available, and you may receive multiple packages. Your books will be shipped via your selected shipping method at checkout. Books are shipped and delivered Monday through Friday.

### **Where will my books be shipped?**

You may ship your order anywhere you choose. When entering shipping information, you may have the option to check the "Ship to Campus" box to ship directly to your campus. If "Ship to Campus" is not available for your campus, you may enter any valid shipping address. You will receive email and text message alerts (if you choose to opt in) when your package is shipped and delivered.

### **Do you take debit cards? What credit cards do you take? Other payment methods?**

Yes, we do accept Visa and MasterCard debit cards. You may also use Visa, MasterCard, American Express, and Discover credit cards to pay for your order. We also accept PayPal and Apple Pay. For more information, please visit our Online Help Desk located at the very bottom of the Online Bookstore homepage.

### **When does my credit or debit card get charged?**

Your credit or debit card will be authorized and charged upon placing your order. If you are renting books, your credit card will remain on file in case the rented books are not returned or are returned damaged.

### **Why do I need to enter credit card information if I am paying with a different payment method?**

You are required to enter your credit card information if you select to rent any of your books. Your credit card will only be charged the price of a new book if your rental book is not returned to us by the due date (indicated at the time of your order) or returned damaged. In order for us to accept your credit card, it must have an expiration date that exceeds the rental due date. The credit card you provide as collateral for rentals will not be charged if your rental books are returned to us on time and in good condition.

### If I don't have a debit or credit card, can I still order?

If you do not have a debit or 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 any applicable tax and shipping. Your order will be processed once the check or money order has cleared our financial institution. You cannot rent books if you pay with a check or money order.

We will need the following information if you wish to pay by check or money order:

- Name of school
- Registered courses
- Title, ISBN, quantity, and condition (new, used, or digital) of each book you need to order
- Preferred shipping method
- Shipping address
- Email address
- Phone number

Send the above information along with your payment to:

**eCampus.com**

**ATTN: Higher Ed. Online Bookstores**

**2415 Palumbo Drive**

**Lexington, KY 40509**

### Where can I find my order information, order status, etc?

Select Login/Sign Up in the upper-right corner of your Online Bookstore website. After signing in, you can select **My Account** to check the status of your order, buyback, or return. If you have any other questions, visit your Online Bookstore Help Desk.

### How do I sell my textbooks back to the Online Bookstore?

You can sell textbooks online, 24/7 on the Online Bookstore website by following the steps listed below:

1. Visit your Online Bookstore and select **Sell** from the drop-down menu.
2. Enter the ISBN of the book(s) you wish to sell. Up to eight (8) books may be entered at a time. Once all ISBNs have been entered, select **Get Quote**.
3. You will receive a quote for each book. Select the **Sell This Book** box for the book(s) you wish to sell, then select the **Sell This Book** or **Sell These Books**.
4. Review your buyback cart and select **Sell This Book** or **Sell These Books**.
5. Sign in to your account or select **Create Account**.
6. Select a payment option and enter your shipping information. You can choose to receive buyback credit, direct deposit (via ACH), or a check.
  - a. If buyback credit is selected, an additional bonus will be added to the buyback amount. The credit will be available on the payment screen at checkout when future orders are placed.
7. Select **Complete** to confirm your transaction and view and print your pre-paid UPS label and packing slip. Insert the packing slip with the book(s) you are selling and affix the UPS label to the outside of your package. Take your package to The UPS Store.
  - a. Be sure to take your books to The UPS Store and NOT the Post Office.
8. Wait for your payment!
  - a. Check and direct deposit may take up to 4-6 business days after delivery to our warehouse.
  - b. In-store credit should be available within 3-5 business days of delivery to our warehouse.