



Student FAQ

WHY ORDER THROUGH THE ONLINE BOOKSTORE?

We are your school's official bookstore, and by ordering through the 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 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 either there is nothing required for the course, or the instructor has not yet made a course material decision. 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 individual sellers, such as other students and parents. These sellers have two 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 a.m. ET, it will ship on the same day. Any orders placed after 11 a.m. ET will ship the next business day. If all items are not in stock, your order will ship complete. This means the order will be held and shipped once the entire order is filled. Items on your order will ship as they become available if it is within two weeks of the course start date, so 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? WHAT IS THE COST OF SHIPPING?

You may ship your order anywhere you choose. The "ship to Frist Campus Center" box on the checkout page is the default address of shipping. You may uncheck this box and enter any valid shipping address. You will receive an alert from eCampus when your package has been shipped regardless of the shipping address selected. You will receive a delivery alert from either eCampus.com or the delivery carrier if you selected a non-campus address. If you selected a campus address, notification of the availability of your course materials for pickup will be sent to you via the University's lockers@princeton.edu system. Please wait for this notification before heading to Frist for pickup. Shipping is free to the Frist Campus Center. Shipping to a different location is free for packages costing \$59 and more. Books are shipped and delivered Monday through Friday.

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, Apple Pay, PawPoints, and student charge. 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.



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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 the My Account icon located in the top-right corner of the Online Bookstore website. After logging into your account, you can check the status of your order, buyback or return. If you have any other questions, contact the Online Bookstore Customer Service Department at bookstore@ecampus.com.

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

You can sell textbooks anytime on the Online Bookstore website by following the steps listed below:

1. Follow the **Sell Textbooks** link.
2. Enter the ISBNs of the books you wish to sell (up to eight at a time) and select **Get Quote**.
3. Select the textbooks you wish to sell and select **Sell This Book**.
4. Enter your login information or continue as a new customer.
5. Select the method of payment you would like to receive. You can choose to receive buyback credit, direct deposit through 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.
6. Print your free UPS label and affix it to the outside of the box in which you will ship your books.
 - a. Be sure to take your books to a UPS location and NOT the Post Office.
7. Wait for your payment.
 - a. Check and direct deposit may take four to six business days after delivery to our warehouse.
 - b. In-store credit should be available within three to five business days of delivery to our warehouse.