



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. For Fall 2024, incoming students should not purchase books until after they enroll in courses on August 27, 2024.

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 or check with your instructor.

Will textbook prices change? Do you price match?

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. With our price match guarantee, we will price match a new, used or rental textbook within seven days of purchase from your online bookstore. For more information price matching, please visit <u>princeton.ecampus.com/price-match</u>.

What are Marketplace books?

Marketplace books are items listed and shipped by independent 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 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 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? 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.com 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 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 the Online Bookstore website. Select **Sign In via Your School Account**. You will be redirected to sign in with your Princeton University credentials. After signing in, you can select **My Account** to check on the status of your order, buyback or return. If you have any other questions, visit princeton.ecampus.com/help.

How do I sell my textbooks back to the Online Bookstore? How can I return my textbook rental? You can sell textbooks online, 24/7 on the Online Bookstore website at <u>princeton.ecampus.com</u> and selecting Sell from the drop-down menu to begin the process.

You can return your textbook rentals for free by visiting princeton.ecampus.com and select **Login/Sign Up** in the upper-right corner. Select **Sign In via Your School Account**. You will be redirected to sign in with your Princeton University credentials. After logging into your account, select **Manage My Rentals/Returns** from the menu at the top, select **Return My Rentals for Free** and complete the process. You will receive a shipping label to send your rental back to us for free.

