

**WHY ORDER THROUGH THE BOWDOIN COLLEGE VIRTUAL BOOKSTORE?**

• We are your school's official bookstore provider. By ordering through the Virtual 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 on a daily basis to ensure you receive books as quickly as possible and before the start of class.

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

• You will be able to shop for all of your books by logging into your Virtual Bookstore account and clicking the **Order** tab. 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 Directory. Your course should be listed underneath your instructor's primary department.

**WHY ARE THERE NO TEXTBOOKS OR MATERIALS LISTED FOR MY CLASS?**

• If you do not see a textbook listed for a particular class, it means your instructor has decided not to use a text for this class (in which case you will see a "Textbooks are not required for this course" message) **OR** the instructor has not yet made a textbook decision (in which case you will see a "Textbooks are still being determined for this course. Please check back" message). For specific course materials questions, contact your individual instructor or Course Materials Specialist Michael Tucker at [mtucker2@bowdoin.edu](mailto:mtucker2@bowdoin.edu).

**WILL TEXTBOOK PRICES CHANGE?**

• The Bowdoin College Virtual 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. Marketplace sellers are required to confirm your order within three business days. Each marketplace book has its own condition description and shipping cost associated. 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.

**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?**

• Textbooks that you order using the Bowdoin College Virtual Bookstore website will be delivered to the shipping address you provide when placing your order. 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.

**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 also have the option to check out with PayPal. For more information, please follow the Help Desk link located at the bottom of the Bowdoin College Virtual Bookstore page.

**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.

**WHAT IF I DON'T HAVE A DEBIT/CREDIT CARD; CAN I STILL ORDER?**

• If you do not have a debit/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 shipping. Your order will be processed once the check or money order has cleared our financial institution. You cannot rent textbooks if you pay with a check or money order. If you would like to place your order with this method, we will need the following information:

- *School with which you are associated*
- *Classes you are taking*
- *Names of books, ISBNs, quantity, and condition (New or Used)*
- *Your preferred shipping method*
- *Your Shipping Address*
- *A contact email address and phone number*

Send the above information along with your payment to:

*eCampus*

*Attn: Bowdoin College - Contract Schools Division*

*2415 Palumbo Drive*

*Lexington, KY 40509*

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

• Click the “My Account” icon at the top-right corner of the Bowdoin College Virtual Bookstore. After signing into your account, you can check the status of your order, buyback, or return.

**HOW CAN I SEE MY PAST ORDER HISTORY?**

• You can view all of the orders you have placed on the Virtual Bookstore by logging into your “My Account” and clicking the **My Orders** tab. Here you can see your order history and print receipts for each order.

**HOW DO I SELL MY TEXTBOOKS BACK TO THE BOWDOIN COLLEGE VIRTUAL BOOKSTORE?**

• At the end each semester we will have a dedicated book buyback and rental return service on campus. You can also sell textbooks online 24/7 by following the instructions below:

1. Go to the Virtual Bookstore website at **bowdoin.ecampus.com**.
2. Click the **Sell Textbooks** button
3. Enter the ISBNs of the books you wish to sell (up to 8 at a time) and click Get Quote
4. You can select whether you want to receive a check, direct deposit, or in-store credit
  - a. 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.
5. Select the textbooks you wish to sell back and click Sell This Book
6. You will be directed to your Buyback Cart. Enter your login information or continue as a New Customer if this is your first time selling back
7. Select the method of payment you would like to receive
8. Print your free UPS label and stick it on the box in which you will ship your books
  - a. Be sure you take the books to a UPS location and NOT the post office
9. Wait for your payment!

**WE ALWAYS HOPE YOU ARE SATISFIED WITH YOUR ORDER BUT IF YOU DO NEED TO RETURN AN ITEM, YOU MAY DO SO UNDER OUR RETURN POLICY.**

• Purchased or rented items may be returned for a refund within 30 days (30 days from ship date or start of classes, whichever gives you more time).