

Tips

If this is your first time purchasing on the bookstore web site, you will need to create an account before checking out.

If paying with credit card, be sure that your sold to address matches the billing address of the card to avoid AVS (address verification system) errors that will prevent processing.

FAQ's

When will my order be processed? Orders process during regular business hours as promptly as we can. Most of the year that will be within a few hours, but during the first week of fall or spring semester it may take up to 2 business days due to volume of orders coming in.

I just purchased an electronic book. Why did it not download? We have to process your order in our internal system to send your electronic book. In many cases it will come to you in the form of a PDF attachment. In others it will come with a link with instructions on how to uncover and redeem your access code.

Why are my choices limited to in store pickup or shipment if it is an electronic code? Our system was written before the prevalence of electronic books and digital courseware. We recognize electronic books and will deliver those via email even if you chose in store pickup or shipment.

What are my payment options when purchasing books? Credit card or financial aid. If someone else is paying for your book such as your high school, you need to purchase in store with the appropriate book voucher.

I am trying to rent a book, why can't I check out? Are you paying with financial aid? If yes, you still need to secure the card with a credit or debit card that is only billed if you do not return the book in time.

When will I know my order has been processed? The system generates an order confirmation initially. You will then receive a second order completion notice from the system when we process the order. We will also email you if we run into a problem with your order or have a question.