

# Most Frequently Asked Questions

## Q: How do I find my school's booklist to buy books?

A: Go to [www.VarsityBooks.com](http://www.VarsityBooks.com). On the map of the U.S., click on the state where your school is located. Scroll down through the alphabetical listing of school names and click on the name of your school to proceed to your booklist. When you get to your school's bookstore, click on the term for which you need books and navigate through your booklist using your class schedule. Your booklist has been approved by the appropriate contact at your school and represents the official booklist for each class.

## Q: Can I place an order by phone if I don't have access to a computer?

A: Yes. If you need to place an order by phone, please contact our Customer Relations Department and a representative will guide you through the order process. **Call us today. Toll-free 1.877.827.2665**

Monday - Thursday 9am - 6pm EST

Friday 9am - 5pm EST

### Extended Hours

Monday - Friday, 9am - 9pm (**Beginning the first week of July**)

Saturday, 9am - 5pm (**Beginning the first week of July**)

## Q: What does "In stock" mean?

A: An "In stock" status indicates that a book is available for immediate purchase and shipment.

## Q: What does "Arriving Soon" mean?

A: An "Arriving Soon" status indicates that VarsityBooks has placed an order for this title at the publisher and we expect it to be available for shipment from our warehouse shortly. If a book has a status of "Arriving Soon" it can be added to your order. When the book comes back into stock, it will be sent to you.

## Q: Do you allow purchases to be made if a book happens to be on backorder?

A: Yes. You complete your back-to-school shopping with a single visit to [www.VarsityBooks.com](http://www.VarsityBooks.com). Simply select all the books you would like to purchase in a single, convenient order. We will immediately ship all books that are currently in stock. Books that are not in stock are placed on backorder and automatically shipped to you as they reach our warehouse. You are not charged for any book until it ships from our warehouse. There are no additional handling fees associated with backorder shipments. You are only charged the original shipping percentage for each book associated with your original order and shipping method.

## Q: What are Used Books?

A: They are previously used copies of books that have been adopted by our partner schools.

## Q: How do I place a book in my shopping cart?

A: To add a book to your shopping cart, mark the check box to the right of the books you wish to purchase and then click "Add checked to cart". After you have added all needed books to your shopping cart, click on the "Checkout" link located in the upper right of your screen view.

**Q: How can I see what is in my cart?**

A: A link to your shopping cart stays in the upper right of your page view as you proceed through the purchase process. As you add books to your order, your cart will updated automatically with your items and a running total for your order is displayed. To see the details of the books in your cart, simply click on the “View Shopping Cart” link and you will be directed to an order summary.

**Q: What type of credit cards do you accept?**

A: We accept Visa, MasterCard and Discover credit cards, as well as any bank debit card that is affiliated with these credit card companies.

**Q: Can I pay by personal check?**

A: Yes. Simply click the “Pay by Checking Account” link when you reach the payment screen during the checkout process. You will need to provide your bank’s ABA routing number, your account number and your driver’s license number/state combination.

**Q: What is FlexPay and how do I use it?**

A: FlexPay is a unique payment program that we offer to our partner schools for students receiving scholarships or financial aid. If your school has chosen to use FlexPay, they will notify you personally. You will be provided with a user name and password that you will use to associate yourself with a spending limit that has been set by your school. If you have any questions regarding the status of a FlexPay account, please contact your school’s business office directly.

**Q: What is your return policy?**

A: You can return a new book to VarsityBooks within 45 days of initial purchase date for a full refund. In order to receive credit for a return, the books must be in the condition in which they were purchased (no marks, highlighting, bent bindings, or dog-eared corners). Used books can also be returned for a full refund within 45 days of purchase. We will refund the cost of your original shipment if the reason for the return is due to an error caused by VarsityBooks.

**Q: When will my book(s) be shipped?**

A: Your book(s) will be shipped within one business day of when you place your order. If your order is placed before 11:30 am EST, all in stock titles will ship that day. All orders placed on Saturday, Sunday or any holiday will be shipped on the next business day.

**Q: Whom do I contact if I have a question about my order?**

A: If you have any questions regarding your order, please contact our Customer Relations Department, toll-free, at 1-877-827-2665 or via email at [help@varsitybooks.com](mailto:help@varsitybooks.com).

**Q: Why do you need my e-mail address?**

A: By providing us with a valid e-mail address, your order confirmation will be sent to you for your records. Your order confirmation has important information that will allow our Customer Relations Department to better assist you with any issues relating to your purchase.