



# FAQs

**Q: Why do I need to enter credit card information, if I am paying with my student account?**

A: If you are renting a book, a credit card is required to keep on file, as collateral, in the event the book is not returned or returned damaged.

**Q: When am I able to charge textbook orders to my student account?**

A: You may use your student account to place textbook orders 3 weeks prior to the start of class through 2 weeks after the first day of class.

**Q: Why are there no textbooks listed for my class?**

A: If you do not see a textbook listed for a particular class, this could be because either there is no text required for the course or the instructor has not yet made a textbook decision. You will need to check back to see if a book has been added.

**Q: How do I sell my textbooks back to the Asbury University Virtual Bookstore?**

A: Representatives from the Asbury University Virtual Bookstore will be in the Student Center at the end of each semester for you to return rentals and sell your textbooks for cash. You can also sell textbooks online 24/7. Go to the Virtual Bookstore website at [www.ecampus.com/asburyu](http://www.ecampus.com/asburyu)

1. Click the **Sell Textbooks** button
2. Enter the ISBNs of the books you wish to sell (up to 8 at a time) and click **Get Quote**
3. You can select whether you want to receive a **check, direct deposit, or in-store credit (which yields an additional 5 - 20% or added bonus!)**.
4. Select the textbooks you wish to sell back and click **Sell This Book**
5. Enter your login information or continue as a New Customer if this is your first time selling back
6. Select the method of payment you would like to receive
7. 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
8. Wait for your payment!
  - a. Checks and direct deposit may take up to 4-6 business days
  - b. In-store credit should be available within 3-5 business days of delivery to our warehouse

**Q: Why order through the Asbury University Virtual Bookstore?**

A: We are your school's official bookstore and 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 daily to ensure you receive books as quickly as possible and before the start of class.

**Q: May I order my books using a student account?**

A: Yes. if you are eligible and have a credit balance, the voucher will automatically show up on your student account. If your funds do not cover the cost of the order, you will need to use a credit or debit card to cover the remaining total.

**Q: Why are there two numbers listed for one book?**

A: Publishers have now moved to a 13-digit ISBN. The 13-digit ISBN gives the publishers more numbers to work with. If you see two different ISBNs for a text, don't worry because both numbers are for the same book.

**Q: What are marketplace books?**

A: Marketplace books are items listed and shipped by individual sellers, such as other students and parents. These sellers must confirm your order within 3 business days. Each marketplace book has its own condition description, so 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.

**Q: Where can I find my order information, order status, etc?**

A: Click "My Account" (in red) at the top-right corner of the Asbury University Virtual Bookstore page. After signing-in to your account, you can check the status of your order, buyback, or return. If you have any other questions, contact the Virtual Bookstore Customer Service department: (877)-284-6744.

**Q: How do I return orders to the Asbury University Virtual Bookstore?**

A: Any book can be returned for a refund within 30 days of the start of class or date of shipment, whichever is later. Returned items must be in the condition ordered (shrink-wrapped items must remain wrapped).

1. Go to the Virtual Bookstore website at <http://bookstore.asbury.edu> and login to your student account
2. On the left side of the screen, select **Manage Rentals/Returns** and select **Return an item for a Refund**
3. Indicate the **Quantity to Return** in the appropriate drop-down box next to each eligible item for return and also select the reason why under the **Please let us know why box**
4. When you have finished, the Return Subtotal and Total will be calculated and the shipping/restocking fee shown (when applicable)
  - a. If you use the prepaid UPS label, \$7 will be deducted from your total for the first item and \$2 for every additional item returned. Please note that if you decline the prepaid UPS label, you will be responsible for all shipping costs
5. Select **Print Label** and **Complete** to print the label for shipping
6. Be sure to include a copy of the **Return Confirmation** and write the **Return ID** on the outside of the package

**Q: When does my credit card get charged?**

A: 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.

**Q: When will my books be shipped?**

A: Books are shipped based on availability. If a book is in stock, it will ship out the next business day. Your books will be shipped via UPS. Books are shipped and delivered Monday through Friday.

**Q: Who do I need to contact with questions regarding orders?**

A: Please contact the Virtual Bookstore Program Customer Service department:

Phone: (877)-284-6744

Email: [bookstore@ecampus.com](mailto:bookstore@ecampus.com)

**Q: Do you take debit cards? What credit cards do you take? Other payment methods?**

A: 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 may also use Student accounts that the school has loaded onto your student account, PayPal, or BillMeLater. For more information, please follow the Help Desk link located at the very bottom of the Asbury University Virtual Bookstore page.

**Q: What if I don't have a debit/credit card; can I still order?**

A: 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: Asbury University**  
**Contract Schools Division**  
**2415 Palumbo Drive**  
**Lexington, KY 40509**