



AUTO-SHIP PROGRAM



If you have any questions or concerns please feel free to contact Danielle Denman (Textbook Manager) at ddenman@kuyper.edu

Auto-Ship Program for Textbooks Questions & Answers

1. How does the auto-ship program work?

Books are pulled according to your student schedule and billed to your student account. Then, they are packaged for your convenience and are available for pick up in the Zondervan Room.

The textbook distribution for FALL 2009 will be the following:

Friday, September 4th, from 10am-6pm

Tuesday, September 8th, from 10am-6pm

Wednesday, September 9th, from 10am-6pm

• After Wednesday, September 9th, any textbook orders not picked up will be in the Business Office. It is the students' responsibility to pick up order from the Business Office.

2. Tell me more about textbooks and pricing?

We have made great strides over the past couple of years to lower the cost of textbooks. We offer used textbooks when available and we

even search the Internet for the best deals. We guarantee that the books are the correct title, edition and isbn number needed for the course. We guarantee that our used textbooks are in great condition. This eliminates the headaches that are often associated with ordering online (i.e., delayed shipping wrong editions, or isbn #, international editions, poor or unacceptable condition of the textbook). All used textbooks are discounted 25% off the new retail price. We strive to provide as many used textbooks as possible. All trade books used are discounted by 10%.

3. Am, I able to return a book if I already own it or drop the class?

Yes, you are able to return a book. If the Textbook Manager is on campus (during textbook distribution) it can be taken care of in the Zondervan Room. If the Textbook Manager is no longer on campus then you will need to fill out an order/return form (which will be available in the Business and Academic offices at the start of the semester). Completed forms

and the returned item should be taken to the mailroom and placed inside the bright pink box labeled "Tree of Life". The Textbook Manager will pick up all forms and make the corrections. *Please also note that any text opened from the original shrink wrap or seal cannot be returned.*

4. Will I be charged a fee if I return a book?

If you return the book(s) by Friday, September 11th then you will not be charged a fee, due to our 72 hour return policy. If a book is returned after September 11th then a 15% re-stocking fee will apply. The last date that we accept returns will be Friday, September 18th.

5. Can I sell my books back at the end of the semester?

Yes, buyback will be provided on-site for two days during exam week. The buyback dates will be released closer to the end of the semester.