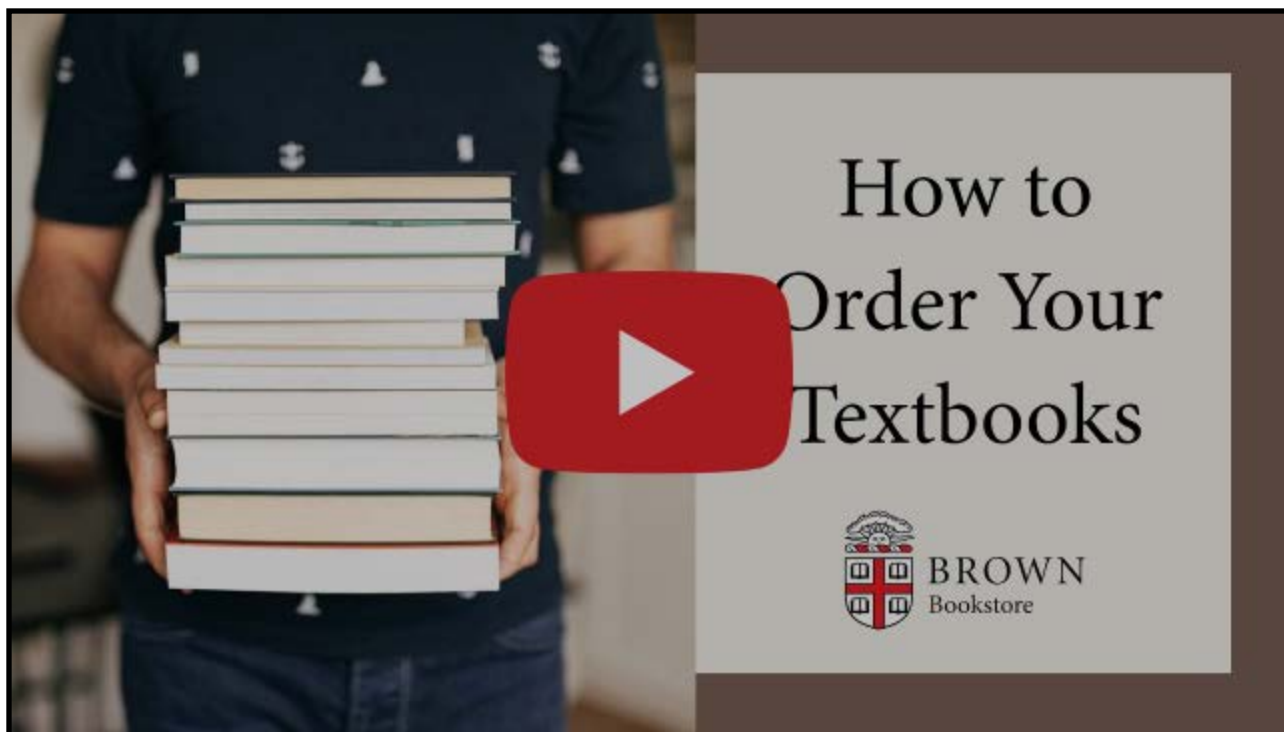


# Textbook Ordering FAQs

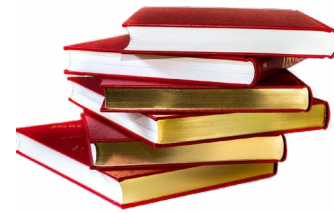


***Watch the Textbook Ordering video above for a full overview of how to order your course materials.***

For further information and answers to questions regarding textbook purchasing, rental, and inclusive access, please refer to the following pages.

If you have questions regarding something not addressed here, please email [textbooks@brown.edu](mailto:textbooks@brown.edu)

# Textbook Purchasing FAQs



## Do I need to buy ALL book titles recommended for my courses?

Not necessarily. Check your online booklist to distinguish between titles that are required and those that are listed as optional. A careful review of the course syllabus can also help you determine the extent of the reading assigned or when a book will be used during the course. Uncertain how substantially a book will be used? Ask your professor or another student who has taken the class.

## Do I have to get all my textbooks now or can I buy some later in the semester?

Many textbooks are kept in stock only until the middle of the current semester, except those that we know faculty will be using later in the semester. Although we can order any materials you may need, it's best to complete your purchases early in the semester.

## What's the best way to pay for my textbooks?

Your Student Charge Account. All full-time students are automatically set up with one and they are set up with a limit of \$2,000 per student, per school year. Your Brown ID Card is required when using your Student Charge. These charges will be added to your University Account and billed as per standard University policies and procedures. Your Brown ID Card also identifies students, faculty, and staff for exemption from state sales tax in the Brown Bookstore on book and supply purchases intended for academic use. Other acceptable forms of payment are cash, credit card, personal check, or traveler's check.

## How are the prices of textbooks determined?

The Brown Bookstore buys books from used book companies, publishers, and other vendors at the lowest prices we can find, and we pass those savings on to you. We set retail prices that allow enough margin to cover our costs to get the books onto the shelves here in the store and provide you with good customer service. The pricing of many of our books is market-based, meaning that we price according to supply and demand in the national market. We wish that all textbooks cost less, but the Brown Bookstore does what it can to lower the price of course materials whenever possible.

## What is the Brown Bookstore doing to address the issue of the high cost of textbooks?

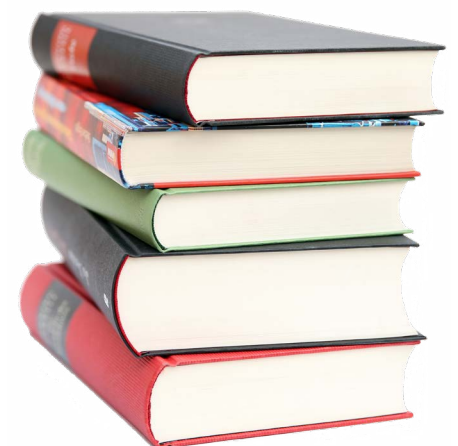
We are continually working to find ways to help students manage their investment in course materials. Our efforts include:

- Searching the market for low-priced used books, and passing those savings on to students through lower purchase and rental prices
- Offering an online price comparison tool so students can compare textbook prices from the Brown Bookstore and other online merchants
- Renting textbooks directly from our store
- Offering hundreds of money-saving used books
- Expanding our selection of lower-priced eBooks
- Returning cash to students each year through Textbook Buyback
- Working with faculty on cost-conscious textbook adoption strategies

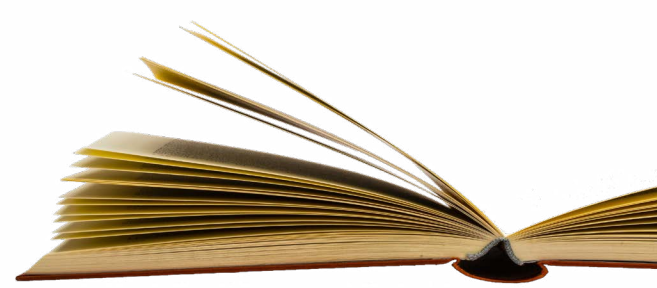
## Can I return my Course Materials?

All refunds require the original receipt and will be refunded to the original form of payment. A full refund will be provided for Course Materials returned through the shopping period (the first two weeks of classes). Course Materials purchased after the shopping period must be returned within 2 business days of purchase for a full refund.

Course materials must be in original purchase condition or they will be refunded as used books. Textbook packages must be returned with all components, unused. Access codes and other online materials must be unopened/inactivated and returned by the end of the shopping period.



# Textbook Rental FAQs



## Can I get a refund on a rented book?

Yes, but only during the shopping period (the first two weeks of classes). Refunds for textbooks rented in-store or online from the Brown Bookstore will be treated in the same manner as refunds for purchased textbooks. Our standard course materials return policy will apply. All returns must be in salable condition, in the condition purchased, and be accompanied with the receipt.

## Can I rent my textbook digitally?

60% of our textbooks are available digitally. To find out if yours is, look for the “Go Digital” card near your textbook in the store. If you’re searching online, books available for digital download will have a “Digital” price listing near the other purchase and rental options.

## Why isn’t the book for my class available for rent?

Unfortunately, not all textbooks qualify for our rental program. There are multiple factors that are considered, from how current the text is to the size of the class, and how consistently the course is offered.

## Are the rental books used copies or new copies?

If a book is available for rent, a student can decide to purchase a new rental or used rental based upon availability. There are different costs associated with rentals based on condition.

## When do I have to return my rental text to the Brown Bookstore?

Before the close of business on the last day of scheduled final exams each semester. We will send email notices reminding you of the return deadline, but the responsibility to return is yours.

## What if I forget to return the book at the end of the semester?

If at the time of initial purchase you rented a new copy, a fee equal to the difference between the amount paid for the new rental and the current cost of a new copy will be charged to your Student Charge Account. If at the time of initial purchase you rented a used copy, a charge equal to the difference between the amount paid for the used rental and the current cost of a used copy will be charged to your Student Charge Account.

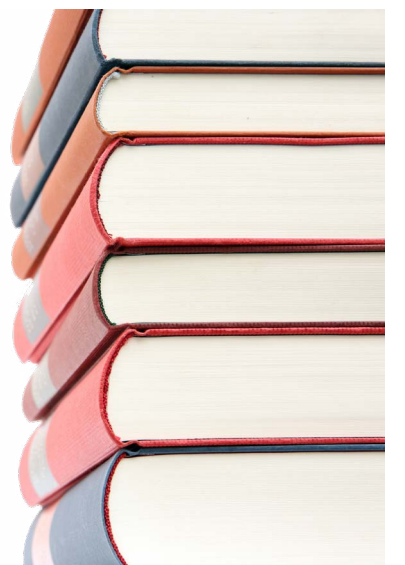
At the time of initial purchase you will be asked to present a credit card for security purposes. If you have surpassed your Student Charge Account limit of \$2000, the fee will instead be charged to your credit card.

## Can I turn in my rental book when I return for the following semester?

No. The charge to your bursar account will stand. We may be able to purchase your copy at the current buyback price.

## Can I use a highlighter in my rental text?

Books must be returned in salable condition as determined by store staff. Minimal highlighting and marking is allowed. Books with damage to the spine, torn covers, missing pages, or any water damage will not be accepted.





### **What if my book was lost, stolen, or damaged beyond normal wear?**

There are several options. You can acquire another copy of the book and return it at the end of the rental period. You can come to the store and pay the difference between the rental and replacement costs and avoid the handling fee. You can do nothing and allow your bursar account to be charged.

### **I need the textbook for a continuation class. Can I rent it for multiple semesters?**

If you are taking a continuation course, purchasing a new or used book is usually the best option. Although you are free to rent (and return) a textbook multiple times, the cost of renting a book for two semesters is generally higher than purchasing the book once.

### **Is it a better deal to rent a book or to purchase it and then sell it back at Textbook Buyback?**

Renting provides a lower up-front cost. In some cases, it can be less expensive to buy a used text (when available) and sell it at buyback. There is always the chance that the text won't be bought back if a newer edition is published or if the professor switches to a different book, so renting ensures some cost savings.

### **Can someone else return my books for me?**

Yes. As long as they know your Brown ID, your rental items will be cleared from your account. It is recommended that you return your own books.

## **Inclusive Access FAQs**

### **What is Inclusive Access?**

The Inclusive Access program - in collaboration with top publishers and the Brown University Office of the Bursar - delivers digital course materials to students at lower-than-market prices.

Students enrolled in an Inclusive Access course receive their digital course materials, either eBooks or publisher created software, on or before the first day of classes. They can opt out before the course add date if they do not want to keep the materials; or, if they want to stay in the program, they receive a bursar account charge for a low custom price that has been negotiated by the Brown University Bookstore.

Since most students remain opted into the program's digital materials, our publisher partners are willing to offer significantly lower prices than normal. The Inclusive Access program ensures that every student has access to materials by the first day of class, while also saving them money.

### **How much does Inclusive Access cost?**

Check your student booklist for the price of your Inclusive Access materials. To view pricing for your course(s) participating in the Inclusive Access program, please go to [shopbrown.com](http://shopbrown.com), and select "Shop Textbooks" under the "Textbooks" tab. Log in to view your personalized booklist. The Inclusive Access item will display as unavailable, but the price listed is the price that will be charged to your bursar account for the materials.

### **How do I buy my Instant Access materials?**

You don't have to do anything! Just log into Canvas and follow the instructions sent to you by email (and listed in Canvas) to access your materials. After the opt-out deadline, we will simply bill the cost of the materials to your bursar account. See your emails from the Brown Bookstore for the opt-out deadline date.



## How do I get my textbook or access code?

Once Canvas is open for the semester, you will have access to your course materials automatically. In your course in Canvas, there will be a link on the left side called “Instant Access”. Click that link to go to the page for your course materials, and follow the instructions on that page. You do not need to purchase anything at the Brown Bookstore or online; your course materials will automatically be available to you in Canvas. Your bursar account will be billed for the materials after the add period, unless you opt out. (See “What does ‘opt out’ mean” below.)

## Clicking on the link in Canvas took me to an access code for a website. Now what do I do?

Follow the instructions in Redshelf for the materials that correspond to your course.

## When will I have access to my book or course materials?

You will have access to your book or materials when Canvas opens for the semester.

## What does “opt out” mean?

The Instant Access program at Brown automatically provides you with your books or course materials through a link in Canvas, but it is optional to participate. If you do not want to keep the digital course materials provided through Instant Access, you may choose to decline this service (opt out) and purchase your materials in another way. You must opt out by the opt-out deadline listed in our communications with you. After that date, your bursar account will be charged for the course materials unless you have opted out. Keep in mind that it is rarely possible to find the same materials at a lower price.

## How do I opt out?

To opt out, log into RedShelf, go to the My Courses page, and select your course. At the bottom of the page, click the grey “I want to opt out of access to all required materials for this course” button.

## I dropped the course. Will I still be billed?

If you drop the course before the opt-out deadline, you will automatically be opted out, and you will not be billed. If you drop the course after the deadline, you will be refunded (to your bursar account) for the cost of the materials.

## How do I get help if I’m having trouble with access to an eBook in RedShelf?

For help with anything within the RedShelf site (your account, trouble redeeming an access code, or questions about the RedShelf eReader), please visit RedShelf Student Support at <https://solve.redshelf.com/hc/en-us> to view a list of FAQ or to submit a help request. You may also email: [help@redshelf.com](mailto:help@redshelf.com).

## How do I get help if I’m having trouble with access to a publisher learning platform (publisher websites outside of RedShelf or Blackboard or Canvas)?

For help with publisher online content, please contact the publisher’s online help team:

Cengage (MindTap or Aplia): <http://support.cengage.com/victoriaweb/primarypage>

Macmillan (Sapling or Launchpad): <https://community.macmillan.com/community/digital-product>

[support/college-students-support-community](https://support.college-students-support-community)

McGraw-Hill (Connect): <http://www.mhhe.com/support>

Norton (Total Access): <https://helpdesk.wwnorton.com/external/helpdeskrequest.aspx>

Pearson (MyLabs or Mastering) link can be updated to <https://support.pearson.com/getsupport/s/contactsupport>

Wiley (WileyPlus): <http://wileyplus.wiley.com/student-resources-support/>

