

Textbook Sell Back and Rental Returns FAQ sheet

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- **Can I sell back my textbook to the bookstore?**
 - Textbook buyback will be available if the bookstore is open to customers. Students will need to bring the textbooks with a valid NOVA ID card to any bookstore location for the current value and sell back. This is not available by mail process.
- **When is my textbook rental due?**
 - The Fall rental due date is **December 14, 2020**. Rentals being mailed to the **correct campus bookstore** must be postmarked by December 14th and received by the bookstore before the charge date for not returning on time. The charge date for not returning rental textbooks is December 18th.
- **Can I return my rental textbook early?**
 - Yes. You may return your rental textbooks to the **correct campus bookstore** as soon as you are finished with them for the term. Returning your rental before the due date is greatly appreciated.
- **What books did I rent from the bookstore?**
 - Check your original receipt or check the textbook for a rental sticker.
 - You will receive multiple notices to your email provided at the time of renting/ordering about your rented textbooks from each bookstore location with rentals. Be sure to check your junk/spam files as these are automatic notices. These emails will give you your order number, email address used, possible buyout options, and how to purchase a return UPS box label for shipping your rental.
 - You will receive a separate email for each campus with a rental textbook.
 - You can contact the bookstore you rented through via email or phone. Please provide the title of the textbook, phone number, email address used, and campus location when emailing.
- **Can I purchase (buy out) my rental textbook?**
 - The first email notice will give you steps to complete if you want to buy out your rental textbook
 - You may also contact the campus bookstore that you rented from if you plan to use the credit card on file for the transaction.
- **Can I return my rental textbook to any campus?**
 - Rentals must be returned to the campus they were rented from.
 - You should receive separate emails for each order to the email address provided at the time of rental.

November 18, 2020

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- **How do I know which campus I rented my textbook from?**
 - Check your original order or receipt.
 - Rental Sticker on book may have 3-digit number
 - 650 = Alexandria Campus
 - 651 = Annandale Campus
 - 652 = Loudoun Campus
 - 653 = Manassas Campus
 - 654 = Woodbridge Campus
 - 655 = Medical Education Campus

- **How can I return my rental textbook to the bookstore?**
 - Rentals can be brought to the **campus bookstore (NOT THE LIBRARY)** they were rented from to check-in in person. There is NO drop box option for collection.
 - Rentals can be mailed back to the campus bookstore they were rented from using a method you can track.
 - Directions to print a UPS label can be found on the bookstore website at <https://nvcc.bncollege.com> on the main page from a PC or you can go to <https://nvcc.bncollege.com/shop/nv-cc/page/rental-book-return> with your original order ID and email used.
 - Pack your textbooks securely so they do not get damaged in transit.
 - Make sure the books are clean and not water damaged, missing pages or covers, broken spines. Fill in the blank answers must be removed/erased.
 - Place a note inside the package with your name, email, and phone number in case there are questions.
 - Rentals in good condition will be checked in upon their arrival.
 - Rentals in poor condition will be charged to the account on file according to the rental agreement and the book returned to the student where possible.

- **What if my book is damaged or not returnable condition?**
 - Complete the buyout process of the book that you received in the email prior to the charge date. This is the last day to buyout the textbook.

- **Who do I contact for further assistance**
 - You can email the specific bookstore campus with your question
 - Alexandria & Online Learning – SM650@BNCOLLEGE.COM
 - Annandale Campus – SM651@BNCOLLEGE.COM
 - Loudoun Campus – SM652@BNCOLLEGE.COM
 - Manassas Campus – SM653@BNCOLLEGE.COM
 - Woodbridge Campus – SM654@BNCOLLEGE.COM
 - Medical Campus – SM655@BNCOLLEGE.COM
 - [Please provide detailed information in your request such as name, possible email used, phone number on order, and textbook titles.](#)