Barnes & Noble FAQ: Textbook Buyback and Rental Returns for Spring Term

• Can I sell back my textbook to the bookstore?
  o Textbook buyback will not be available until the bookstore reopens to customers. You will need to hold any buyback until that time. Once we reopen, bring the books with your Nova ID card to any location.

• When is my textbook rental due?
  o If at all possible, please return as soon as you finish your course. The Spring rental due date has been extended until June 15, 2020 to ensure on time returns for the Spring term to be shipped. The charge date for not returning a rental textbook on time has also been extended until August 26th to accommodate any extenuating circumstances for the late return.

• Can I return my rental textbook early?
  o Yes. The bookstore uses these rental returns to make textbooks affordable for the next semester. Returning your rental before the due date is greatly appreciated.

• What books did I rent from the bookstore?
  o You will receive 3 notices to your email given at the time of renting about your rented textbooks from each bookstore location used starting April 20th. Be sure to check your junk/spam files.
  o First Email will give your order number, email, and a buyout option for your rental.
  o Second Email will give order number, buyout option, and how to create box label
  o Third Email will give order number, buyout option, and how to create box label

• Can I purchase (buy out) my rental textbook?
  o The first email notice will give you steps to complete if you want to buy out your rental textbook

• Can I return my rental textbook to any campus?
  o Rentals must be returned to the campus they were rented from.
  o You should receive separate emails for each order.
• **How can I return my rental textbook to the bookstore?**
  o Rentals must be mailed using a trackable method to the bookstore they were rented from. The bookstores are closed for students to return in person.
  o Directions to print a UPS label will be sent via email.
  o Pack your textbooks securely so they do not get damaged in transit.
  o Make sure the books are clean and not water damaged, missing pages or covers, broken spines. Fill in the blank answers must be removed.
  o Place a note inside the package with your name, email, and phone number in case there are questions.
  o Rentals in good condition will be checked in upon their arrival.
  o 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?**
  o Complete the buyout process of the book that you received in the email prior to June 15th. This is the last day to buyout the textbook.

• **Who do I contact for further assistance**
  o 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