

## Textbook Sell Back and Rental Returns FAQ sheet

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- **Can I sell back my textbook to the bookstore?**
  - Textbook buyback will resume daily during business hours once the bookstore reopens. Once we reopen, bring the textbooks with your Nova ID card to any location for the value being offered at that time.
  
- **When is my textbook rental due?**
  - If possible, please return all rentals as soon as you finish your course. The Rental due date is the last day of final exams for the term they were rented. There is a short grace period to return without penalty. The charge date for not returning a rental textbook on time is approximately 5 days after the due date (subject to change).
  
- **Can I return my rental textbook early?**
  - 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?**
  - Rental textbooks are noted on your receipt at the time of renting. There may be a sticker also on your textbook rental that shows the due date.
  - At the end of the semester, you will receive 3 notices to your email given by you at the time of renting about your rented textbooks from each bookstore location with an open rental. Be sure to monitor your junk/spam file as these are automatic notices.
  - First Email will give your order number, email, and a buyout option for your rental.
  - Second Email will give order number, buyout option, and how to create box label
  - Third Email will give order number, buyout option, and how to create box label
  
- **Can I purchase (buy out) my rental textbook?**
  - The first email notice will give you steps to complete a buyout if you want to buy out your rental textbook.
  - You can also complete this inside the bookstore you originally rented through.
  
- **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.

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- **How can I return my rental textbook to the bookstore?**
  - Rentals may be mailed back to the bookstore they were rented from using a method you can track or you may return in person to the bookstore the rental was from.
  - Directions to print a Free UPS label can be found on the bookstore website at [nvcc.bncollege.com](http://nvcc.bncollege.com) on the textbook rental page. The link says Return in the bottom right corner.
  - If mailing, 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.
  - 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 rental due date. This is the last day to buyout the textbook.
  - A buyout is a lower cost than just not returning the book.
  
- **Who do I contact for further assistance**
  - You can email the specific bookstore campus with your question. Be sure to include the title of the book, name of person who rented, and phone number used in the email to assist with our response.
    - Alexandria & Online Learning – [SM650@BNCOLLEGE.COM](mailto:SM650@BNCOLLEGE.COM)
    - Annandale Campus – [SM651@BNCOLLEGE.COM](mailto:SM651@BNCOLLEGE.COM)
    - Loudoun Campus – [SM652@BNCOLLEGE.COM](mailto:SM652@BNCOLLEGE.COM)
    - Manassas Campus – [SM653@BNCOLLEGE.COM](mailto:SM653@BNCOLLEGE.COM)
    - Woodbridge Campus – [SM654@BNCOLLEGE.COM](mailto:SM654@BNCOLLEGE.COM)
    - Medical Campus – [SM655@BNCOLLEGE.COM](mailto:SM655@BNCOLLEGE.COM)

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