

### **Shipping Options**

We offer shipping services through FedEx. Those services include Next Day Air, Second Day Air, and Ground. Please note, your books will ship out of the NAU Bookstore in Flagstaff, AZ. Within the state of Arizona, FedEx can deliver most packages next day however there is no guarantee. There is a 24 to 48 hour processing time for each order. If you choose expedited shipping, it will take affect after this processing time.

### **Inquiring about your order or Cancelling Your Order**

If you have questions about your order, go to the "NAU FAQ's & Help" section of our website and select Order Inquiry. Fill out the necessary information and please include your question about your order and an email will be automatically sent to the appropriate person. If you should need to cancel your order, please go to the "NAU FAQ's & Help" section of our website and select Cancel Order. Fill out the necessary information and an email will be sent to the appropriate person to cancel your order.

### **Substitutions**

Occasionally when we order a textbook from a publisher, they will substitute another book. This substituted book has the same content in it and the biggest difference is that it includes additional supplemental material. If your order is affected by one of these substitutions, you will receive a cancelation notice for the originally ordered book and then another email stating that your order has been completed.

### **Refund Policy**

If for some reason you need to return your textbooks, please send them to the address listed on the front of this brochure and please include your original receipt. You have 10 business days from the start of classes to get your items back to us. Once we receive your package back at our location, we will do the refund. Depending on how you originally paid for your items will determine how we refund your money to you.

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5. Add books to your cart.
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8. Complete your order.

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