



Frequently Asked Questions on Ordering Textbooks

WHY SHOULD I BUY MY BOOKS FROM NATIONAL UNIVERSITY TEXT DIRECT?

- We are under contract with National University as their exclusive bookstore. That means we are the only online bookstore that knows exactly what the required course materials are for each class. National University does not provide that information to other bookstores or online sites. When you order from us, you always get the right book.
- We understand how quickly you need books for a class that is usually only 4 weeks long. Our business exists solely for the needs of National University students. We know the class schedules and when students order. No one else understands the tight deadlines better than we do. When you order from us, your book is shipped without delay.
- We carry all of the books in inventory and we fulfill your order completely 99.7% of the time before your class begins. When you order from us, your book is already here.
- We offer Free shipping via Fed Ex Ground and also Express service at a discounted rate. We know how long it takes for a package to arrive to anywhere in the United States and we send you tracking information immediately. When you order from us, you don't need to pay extra shipping charges and, unless you are in Arizona or Illinois, you also do not pay any sales tax.
- We do not sub-contract your order to anyone else. When you order from us, you do not need to worry about who is really sending your book and charging your credit card.

HOW DO I ORDER MY TEXTBOOKS?

There are two ways, online at www.nutextdirect.com or over the phone. Over 90% of all orders are done online. The web site is available for ordering 24 hours a day. If you order over the phone, we are available Monday through Friday 8:00 – 5:00 Pacific time. For the week before and the week of the first day of class, we have extended hours of Monday through Friday 8:00 – 6:00 and Saturday 8:00 – 4:00 Pacific time. Our phone number is toll-free (866) 243-0077.

WHICH IS FASTER, ORDERING ONLINE OR ORDERING OVER THE PHONE?

We treat each order in the sequence in which they arrive whether it was done online or over the phone. We do not treat online or phone orders any differently. If you placed your order before someone else, regardless of how you placed it, yours will be processed through the warehouse first. We do not “jump the line.”

WHAT INFORMATION IS NEEDED TO PLACE AN ORDER?

You will need to know the Subject code, the Catalog number, and your Class number. That is how the order selection is formatted. For instance, TED (Subject) 615 (Catalog) 10298 (Class) is how you would locate the books needed for the course called “The Foundations of Education.” When you register for your class, you should receive all three of these numbers.

You will also need to register on www.nutextdirect.com and provide your name, address, phone, email address, and create a password.

CAN YOU ACCESS MY STUDENT RECORDS FOR ME TO FIND MY CLASS?

No. The bookstore is entirely separate and independent from National University. We do not have access to National University's student portal or any student records.

WHAT DO I DO IF MY CLASS IS NOT LISTED ON THE WEB SITE?

There are three reasons why that may happen.

1. The class is scheduled too far in the future for it to appear on the web site.
2. The class is a current, scheduled session but it is a new class that has just been added and we have not been made aware of the new addition from National University yet.
3. The class does not require a textbook and is not listed on the site. When you register with National University, they will let you know if a book is required for the class or not.

If you're not sure, contact us and we'll let you know.

WHY DO I NEED TO PROVIDE MY EMAIL ADDRESS?

Your email address is your "User Name" at www.nutextdirect.com. Please provide a valid email address. We don't sell your email or spam you. Your email address is how we communicate with you. If you are using a valid email address and not getting order status updates from us, please see our FAQ's on Technical Issues.

WHY DO I NEED A PASSWORD?

When you register, the web site stores your name, address, email address, phone number, and provides a history of all of your past orders. It does not store your credit card. For the security of your personally identifiable information, a password is required to access the account. This is standard among online sites.

WHY DO I NEED A PASSWORD IF I'M ORDERING OVER THE PHONE?

When you order over the phone, we are placing the order online for you at www.nutextdirect.com. It is the same web site if you were doing it yourself.

- If we register for you, we will ask for the same information and create the password. We will then tell you the password so that you may access the site yourself and change the password if you choose to do so.
- If you change the password, we cannot see it and cannot access your account on your behalf. We will then ask you for the password to continue placing the order online for you. Similarly, if you registered yourself and created a password, we also cannot see it.

The password we are asking for is only the password that you have created to access the www.nutextdirect.com site. It is not unusual for someone to use the same password for a variety of web sites so only provide it to us if you are comfortable doing so.

WHAT HAPPENS IF I FORGET MY PASSWORD?

We cannot view, modify, or administer passwords from our warehouse. When you log on to www.nutextdirect.com, there is a link, "Forgot Your Password." You will be prompted to enter your email address that you registered as your User Name to the site, click "Send Password," and it will immediately and automatically send a temporary password to that email address. Copy and paste the temporary password from that email message when you attempt to log on again to www.nutextdirect.com. You will then be required to change the temporary password to another password that you will remember. Once you click on Send Password, the previously used password has been eliminated. If you are having trouble getting the temporary password to your email address or it is not working, do not keep requesting one. Doing so will continue to eliminate the previously reset password and the account will become disabled. If you are having this problem, call us.

WILL MY NATIONAL UNIVERSITY STUDENT ID NUMBER AND PASSWORD WORK ON THIS SITE?

No. Our web site, www.nutextdirect.com, is completely separate from National University and has different log on requirements. We are contracted by National University to serve their bookstore needs but we are not a part of the National University system. We cannot identify you by your student ID number.

WHAT DO I DO IF MY EMAIL ADDRESS CHANGES?

Since your email address is your User Name, if it has changed and you no longer have access to that email address, we recommend that you edit your account to show the new email address. Your past order history from your old email address will carry over when you edit your account to show your new email address.

WHAT DO I DO IF MY MAILING ADDRESS CHANGED?

When you log on with your email address as your User Name and password, you are taken to a screen that allows you to edit your address. If you are placing an order and the address has changed, please make the address change **BEFORE** you place the order. If not, the order will be sent to the wrong address. Changing an address does not retroactively change past or existing order information.

WHY DO I SEE BOTH USED & NEW BOOKS LISTED OR SOMETIMES ONLY ONE OR THE OTHER?

We are constantly updating our web site to reflect the most accurate status of our inventory. If we know that we no longer have Used or New copies of a particular title and none on order from a publisher, we make every effort to remove it from the web site.

WHEN IS THE BEST TIME TO ORDER USED BOOKS?

We post upcoming terms approximately 7 weeks ahead of the first day of class. During that time, we are acquiring Used books through buyback and other sources. Since Used books are sold for 25% less than the retail price of New books, there is a much greater demand for Used books.

Supply and demand applies to Used books. The inventory level of Used books will peak about 3 weeks prior to the first day of class since the supply of Used books is at its height while the number of orders for them is lower than when class approaches. Historically, the bulk of the orders we receive from students arrive three to five days prior to the beginning of class. During that time, the supply of Used books rapidly sells through while the demand for them is at its highest.

We recommend that you order earlier to take advantage of the greater availability of Used books, their lower price, and free Ground shipping. Our refund policy allows for 100% full refund of textbooks for up to 10 days after the start of class and it was designed for you to order early to take advantage of the Used book savings.

WHAT IS THE DIFFERENCE BETWEEN “IN STOCK” AND “AVAILABLE TO ORDER”?

When selecting a textbook you will see under the Used and New price of the book either “In Stock” or “Available to Order.” The “In Stock” designation is a reflection of the web site’s inventory for the status of that book based upon the most recent update. The web site is updated throughout the day and takes into consideration the

- 1) existing inventory
- 2) adds any additional books that arrive from the publisher
- 3) adds any additional books that arrive through buyback or refunds
- 4) subtracts any books sold and shipped
- 5) subtracts books that have been ordered but have not made it through the final processing of the order.

This is an ongoing, dynamic process. As the start of a class approaches, orders may arrive as quickly as 100 seconds apart and the web site will not be able to refresh its inventory status that rapidly.

“Available to Order” indicates that the book is not in stock but additional copies are expected to arrive from either publisher orders or from anticipated buyback. In many cases, we are waiting on students to send books back for buyback and we cannot predict when they will arrive. Once the books arrive, they will be listed as “In Stock.”

WHY MUST I SELECT A TEXTBOOK SUBSTITUTION PREFERENCE?

Even though we update the site frequently each day, we cannot guarantee that the Used or New book that you selected is still available as “In Stock” when we process your order. Orders placed close to the beginning of a class can arrive at the rate of 1 every 100 seconds and we may have sold out of the New or Used copy from an order that was placed moments before yours and the web site could not refresh itself that quickly. We strongly recommend that you select **“If my New/Used condition selected is unavailable, please replace with the new/used condition that is in stock. This may affect my order total.”** By making that decision, we can send you the book although it may be a New book instead of a Used book. If you made the decision to disallow us to replace the book, we will cancel that title from the order since we cannot complete it even though we may be in stock on the title. Substituting a book does not mean that we will send you a completely different book. It only means that we can send you either a Used or New book of the same title depending upon what is physically on hand when we process your order. Of course, if we are in stock on what you ordered, that is what you will get.

HOW MUCH IS SHIPPING?

All Fed Ex Ground shipments are FREE. We also offer Fed Ex 2nd Business Day for \$9.50 and Fed Ex Next Business Day for \$17.50. For shipments to a domestic PO Box, international destinations, and APO/FPO addresses, the rates are different. Please see our Shipping FAQ's.

HOW DO I PAY FOR MY ORDER?

We accept Visa, MasterCard, American Express, and Discover. We also accept payment by check. For those orders, please call us so that we can confirm the price prior to your sending a check. If the check is for the wrong amount, we cannot complete the order. Orders paid for by credit card are shipped immediately upon authorization by the cardholder's bank for the purchase. Orders paid for by check are shipped once the check has arrived.

DO YOU KEEP MY CREDIT CARD ON FILE?

No. Credit card expiration dates expire and many customers use different cards with different orders placed over time. When you order online or over the phone, the credit card is not stored on the web site and you will need to provide the card number, expiration date, and credit card security code number with each order.

HOW DO I KNOW MY ORDER WENT THROUGH OK?

When you complete your order online, you will receive a confirmation number as the last step of the ordering process. The number will begin as "96100000....." If you do not have that confirmation, the order did not go through. Most often, the problem is that you still have one more page to go and have clicked out of the site before finishing the order completely. You can also know that the order went through by checking your email that you used as your User Name. Immediately upon confirmation of your order, an email is automatically sent containing the confirmation number and the details of your order.

HOW CAN I TRACK THE PROGRESS OF MY ORDER?

There are several emails that you will receive letting you know of your order's progress.

1. "Your NUText Direct Inc Order" The order has been "received." This means the order has been accepted by the web site and is confirmed as a successfully placed order and will have a web order number in the content of the email. This email is sent immediately after placing your order online.
2. The order has been "fulfilled," "backordered" or "cancelled." Fulfilled means we have completed the order and it is on its way to you.
3. Once an order has been fulfilled, another email will be sent providing a Fed Ex tracking number that links to the Fed Ex site for you to follow the progress of the package after it has left National University Text Direct.

All of these emails are automatically generated and are sent to the email address that you used as your User Name. They originate from 'nutextdirect@bkstr.com.'

You can also check on the status of your order by logging on to www.nutextdirect.com, going to "Your Account," and view Order History.

WHAT IF MY TEXTBOOK IS "BACKORDERED?"

On rare occasions, we are not in stock on a book when your order was placed. Historically, we are in stock over 99% of the time when we first receive your order. If we are not in stock at the time that your order is placed, we will ship immediately any part of the order that we can. We will notify you within one business day of the title being on backorder and provide an expected arrival date in our warehouse.

If we receive the textbooks in time to arrive before class begins, we will ship using the level of service that you selected. If the textbooks arrive and we see that the package would not arrive in time for class, we will upgrade the shipping service at no additional cost. The rare exceptions to that would be if we could not get the book from the publisher in time due to:

- 1) If the school changed the title after the web site's selection was posted,
- 2) If the school added a title after the term's classes were posted on the web site and it was too close to the start of the class,
- 3) If the book is going through a content revision or new edition AND the school is aware that there would be a delay in getting the books in time for the first day of class yet decided to stay with that book.

WHY WAS MY ORDER CANCELLED?

There are two reasons:

1. We were unsuccessful in obtaining authorization for your credit card from your bank. If we cannot obtain authorization from your bank, we cannot complete the order and we will notify you via email immediately.
2. You selected as your Textbook New/Used Condition Preference: "If my new/used condition selected is unavailable, DO NOT replace the item(s). I understand that the unavailable item(s) will be CANCELLED from my order."

CAN I CANCEL MY ORDER AFTER I PLACED IT?

As long as the order has not been "fulfilled," we are able to cancel the order. We fulfill orders without delay so recognize that orders placed before 11:00 AM Pacific will ship the same day and those placed after 2:00 PM Pacific will be fulfilled as the first orders the following day. We know that you are under tight deadlines to have your book before class and we often fulfill orders within the hour of them being placed. If you need to cancel the order after you have placed it, you must do so immediately.

Once the order has been "Fulfilled" we can no longer cancel the order since your credit card has already been charged and the package has already left. If you need to cancel your order, it must be done before it is "fulfilled." Once the order has been fulfilled, you must return the books to obtain a refund.

Refusing delivery of a package sent to you will significantly delay its return to us and can cause the package to arrive beyond the deadline for refunds (we have examples in which months have passed before the refused package arrived back to us). It is better to accept delivery and then take steps to send the order back to us than to refuse delivery. We are not responsible for any packages that have been sent back to us as "refused" nor any packages lost or damaged in transit that were not shipped by us. Please see "Buyback & Refund FAQ's" for more information on refund eligibility and deadlines.

WHAT HAPPENS IF MY CLASS CHANGES THE BOOK AFTER I HAVE ORDERED IT?

We make books available approximately 7 weeks ahead of the first day of class. It is rare for a required textbook to be changed but it can happen.

We contact each student that placed an order with us, notify them of the book change, make arrangements to have the book sent back to us at no cost to the student for a full refund and offer to place a new order for them for the new book. We do not re-order or send the new book without your consent.

If you ordered the book from someplace else, they will not know that National University changed the book and, likewise, you will not find out that you have the wrong book until you begin your first day of class. Since you did not order from us, we have no way to determine that you are in the class at all and cannot notify you.

The lead faculty of each department, rather than individual instructors, determines books being used in a class. The lead faculty provides the information to National University's Academic Services Dept and they provide the book list to us for each class. That is why it is rare for a book to be changed after we have received the book list. If you find that the instructor is using a different book or none at all and you continue to see the book posted on our web site, it is because the lead faculty or the Academic Services Dept or both are unaware of it and, therefore, so are we. This can jeopardize your ability to obtain a refund. Please see "How Long Do I Have to Obtain a Refund" from our Buyback & Refund Frequently Asked Questions.

DO I GET A RECEIPT FOR MY ORDER?

Yes. When your order is shipped, inside each package is a Packing List with a bar code. The Packing List will show the books purchased as a line item and the cost of each. This is your receipt. The Packing List does not have the credit card number on it as it is embedded in the bar code so no need to be concerned if you are buying it for someone else and having it shipped to them directly.

In the event that you lose your receipt, you can replicate it by going to www.nutextdirect.com, log in to "Your Account" and click on Order History to obtain details of past orders.

WHAT IF I HAVE OTHER QUESTIONS?

You may contact us in Tempe, AZ by email at nutextdirect@bkstr.com or by calling us toll-free at (866) 243-0077. Our regular hours are Monday – Friday 8:00 – 5:00 and , for the week before and the week of the first day of class, we have extended hours of Monday – Friday 8:00 – 6:00 and Saturday 8:00 – 4:00 Pacific time (excluding holidays).