



Frequently Asked Questions on Refunds & Buybacks

WHAT IS THE DIFFERENCE BETWEEN A REFUND AND A BUYBACK?

A refund is for the full 100% value of the textbook. A buyback can vary in value from 0% to 50% of the cost of the textbook.

A refund is for a book that has not been used *at all* and must be returned in its original condition. For example, if the book was purchased as a New book, it must be returned without any markings or highlighting; if the book was shrink-wrapped, it must be returned in its original shrink-wrap; if the book had supplemental material such as a CD or web-access card, those items must not be open to receive a refund. A buyback is for a book that has been used or has been sent back to us and no longer meets the criteria for a refund.

A refund is credited to the charge card used to make the purchase unless the refund arrives 30 days after its purchase date --- a check is issued in those cases. A buyback is paid by a check mailed to the address that you provide to us on the Textbook Refund or Buyback Form.

A refund requires a receipt with a bar code showing proof of purchase or an order number on the Buyback/Refund form. A buyback does not require a receipt or an order number.

A refund is only accepted at our Tempe, AZ warehouse. A buyback can be sent to either Tempe, AZ or River Grove, IL.

HOW LONG DO I HAVE TO OBTAIN A REFUND?

Books are purchased for a specific term and we accept refunds if postmarked within 10 days of the start of the new term at National University regardless of when it was purchased. As long as the package containing the refund shows a postmark within 10 days of the start of the term that the book was purchased for, we will accept it for a refund even if it arrives later than 10 days. Books that are purchased or postmarked after the 10 day period has passed are no longer eligible for a refund. This is consistent with National University's refund policy for tuition.

As an example, books purchased for a term that began on April 7 would be eligible for a refund if postmarked by April 17. Books purchased for the April term and are postmarked after April 17 are ineligible.

If your instructor decided not to use the book and did not notify National University's Academic Services Dept, we will not accept the book for a refund if it is past our refund deadline. Books being used for a class are decided by the lead faculty of each department rather than individual instructors. If you encounter this situation, you should inform the Academic Services Dept of National University. Please see "What Happens if My Class Changes the Book After I Have Ordered It?" from our Ordering Frequently Asked Questions.

ARE MY SHIPPING COSTS REFUNDED?

We do not refund any shipping costs that a student paid to have the book sent to them nor reimburse the cost of sending it back for a refund or buyback. There are three exceptions:

1. If the refund was due to an error made in fulfilling the order by National University Text Direct.
2. If the book had been changed by the faculty of National University after it had been ordered and we receive confirmation from National University's Academic Services Dept. We will provide a pre-paid, pre-addressed shipping label for the return package --- we do not reimburse any shipping if it was sent without the label we provided.

3. If Fed Ex failed to deliver on time for Next Business Day or 2nd Business Day delivery and the cause of the delay was entirely the fault of Fed Ex, we will refund the amount paid for the expedited shipping. See Shipping FAQ's for delivery deadlines and expectations.

We will not refund shipping charges for:

- Weather-related delays or other natural events that prohibited air and ground travel,
- The student was unavailable to accept delivery,
- The student provided an incorrect address or changed the address after the order was shipped,
- The package was re-routed by the student with Fed Ex after the package was shipped,
- The student requested "no signature required," and the package is shown as delivered but the student claims it is missing,
- Fed Ex was unable to gain entry to the address due to security gates or the package was delayed due to a governmental agency security inspection.

HOW SOON WILL MY REFUND BE CREDITED TO MY CREDIT CARD?

We will credit your charge card within one business day of your package's arrival in our Tempe, AZ facility. We will send an email to you at the email address that we have on record from the order indicating that we have processed the refund and the amount that was credited. Due to the individual differences of each cardholder's issuing bank, the credit may not appear on your account for 1-10 business days even though we process it immediately. For refunds that are for purchases made after 30 days or more has passed, we will issue a check rather than credit your charge card.

HOW MUCH ARE MY BOOKS WORTH IF I SELL THEM BACK?

A buyback can vary in value from 0% to 50% of the current retail price based upon several factors. To receive 50% of the value of the book, it must meet three conditions:

1. The title must be used in one of the next two upcoming National University classes,
2. At the time the book arrives in the Tempe, AZ warehouse, our inventory level must be such that we need the book to meet future enrollment demands,
3. The book must arrive in a condition that another National University student would deem as appropriate if they were to purchase it as a Used book. We do not sell damaged merchandise nor will we buy merchandise that has been damaged such as missing pages or supplementary materials, excessive highlighting and notes, water stains, broken bindings, etc.

If the book that is sent to Tempe, AZ for buyback does not meet the three conditions above, we will attempt to sell it to our River Grove, IL warehouse for them to sell to other college bookstores. The value of books sent to River Grove, IL range from 0% - 30% and is based on two conditions:

1. There is a demand for the book. Books that are an older edition are unlikely to be in demand as soon as the new edition is published.
2. The book is in good condition and can be sold again.

WHY ARE THERE TWO DIFFERENT PLACES THAT WILL BUY MY BOOKS BACK?

National University Text Direct in Tempe, AZ services only the students of National University. We are affiliated with a warehouse in River Grove, IL and they sell textbooks to thousands of other college bookstores and their students. The first place to consider selling your books to is National University Text Direct in Tempe, AZ as you are likely to receive a higher buyback price.

HOW DO I KNOW IF YOU WILL BUY MY BOOK BACK?

There are two places to check and both can be found on our web site at www.nutextdirect.com.

1. Since your best value is to sell them to the Tempe, AZ facility, you can find a list of books that we will be buying back at 50% by clicking the link on our home page called "Top Wanted Buyback List." It will show the value of the buyback if the book was purchased either New or Used. Older editions of the title are not eligible and you can verify that by referencing the ISBN number of the book to that on the list.
2. If you do not find your book on the "Top Wanted Buyback List," it is unlikely that we will be buying it back in Tempe, AZ. Your next step would be to go to our home page and click on the "Cash for Books" banner. This

will take you to the site operated out of River Grove, IL. Once you click on that banner, you can enter the ISBN of the book and immediately determine its value if you were to send it to Illinois.

WHAT IF I SEND A BOOK THAT DOES NOT QUALIFY FOR A BUYBACK?

If you send a book to us in Tempe, AZ, we will try to buy it back and if we cannot, we will try to sell it to our River Grove, IL warehouse. If neither Tempe, AZ nor River Grove, IL will buy it back due to lack of demand or the condition of the book, we will notify you by email and offer to either send the book back to you or discard it through recycling. If we send the book back to you, we will charge \$15 for shipping and handling. Please check the “Top Wanted Buyback List” and the River Grove, IL “Cash for Books” banner before you send the book to Tempe, AZ. If the book is not listed in either location, it will not be bought back.

IS THE COST OF POSTAGE REIMBURSED FOR SENDING A BOOK FOR BUYBACK?

It depends on where you send the book.

- When you send a book to Tempe, AZ, we do not reimburse for any shipping expense that you paid to send it to us. That’s why we can offer up to 50% of the book’s retail value.
- When you send a book to River Grove, IL, you will receive a pre-paid shipping label but receive up to 30%.
- If the book is on our list of “Top Wanted Buyback List,” you will generally come out ahead by sending it to Tempe, AZ and paying the postage than sending it to River Grove, IL and receiving free postage but less for the book.
- If the book is not on our list of 50% eligible titles, you are better off sending it to River Grove, IL and not paying the postage.

HOW SOON WILL I RECEIVE A CHECK FOR BUYBACK?

For books sent to Tempe, AZ for buyback, you will receive a check within 3 weeks and, in many cases, in less time. For books sent to River Grove, IL for buyback, we are unable to view any of the details of that transaction. Questions regarding your buyback to River Grove, IL should be directed to (800) 381-5151.

CAN I SELL BOOKS BACK THAT I BOUGHT SOMEPLACE ELSE?

As long as the book meets the criteria for buyback, we will buy it back even if you bought it elsewhere.

ARE THERE BOOKS THAT YOU DO NOT BUY BACK?

We cannot sell Instructor editions (desk copies provided free to instructors by publishers) nor International editions of textbooks. Since we cannot sell them, we cannot buy them either.

We also do not buy back any Quick Study Guides.

HOW LONG DO I HAVE TO SELL MY BOOKS BACK?

The single, dominant factor in determining the value of a book is if it is in demand. For books sent to National University Text Direct, the demand is based upon whether the school is using the book in one of the next two upcoming classes and if we need more copies. The longer you wait, the greater the likelihood the class will be switching to a different book or different edition or that we already bought enough from other students.

WHAT FORMS DO I NEED TO FILL OUT?

For any refund or buyback sent to Tempe, AZ, please see our link on our web site, “Buyback/Refund Form.” Please print it and fill it out completely and legibly so we can know who to credit for a refund or send a check to the proper address. Include the completed form in the package and, if it is for a refund, include the original receipt or a copy of it.

For a buyback sent to River Grove, IL, you will be guided through the process online through their portal.

HOW SHOULD I SEND MY BOOKS BACK TO YOU?

Pack your books in a sturdy box/carton so they are not damaged in transit. A box is preferred over a padded mailer, other envelope, grocery bags, etc, to avoid damage in transit. Use carton sealing tape to securely seal the box. Do not use scotch, duct, or masking tape. Packages sent in paper grocery bags will often arrive in a condition that the ink from the grocery bag rubbed off on the book and we will not buy it back. Obliterate all other delivery addresses and barcodes on the outside of the parcel.

Print a complete return address in the location provided on the left side of the label. Place the label with the delivery address on the side of the box with the largest surface area. If tape or similar material is used, it must not cover any part of the label where the mailer's return address and our ship to address are located.

If you are sending via United States Postal Service, take the parcel to a post office, drop it in a collection box, or give it to a postal carrier. To save shipping expense, you may want to consider sending the package via "Media Mail." We recommend that you retain a proof of mailing receipt for your records since tracking is not available. Any additional shipping or insurance charges will be the responsibility of the shipper as are any losses due to damaged, missing, or opened cartons in transit.

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).