



Frequently Asked Questions on Shipping

WHO DO WE USE TO SHIP & WHAT IS MY COST?

We ship via Fed Ex and offer three levels of service.

Fed Ex Ground Home Delivery (Free)
Fed Ex 2 nd Business Day (\$9.50)
Fed Ex Next Business Day (\$17.50)

For international shipments, we use Fed Ex International Priority and the cost varies based upon weight and destination. For deliveries to domestic PO Boxes and packages sent to APO/FPO military addresses, we use the United States Postal Service. See the sections below for rates and delivery times on International, Domestic PO Boxes, and APO/FPO addresses.

WHEN ARE TEXTBOOKS SHIPPED AFTER I PLACE THE ORDER?

Textbooks are shipped Monday through Friday from our Tempe, Arizona warehouse and are processed in the order they arrive. All orders placed before 11:00 AM Pacific time will be shipped the same day unless the order was placed over the weekend. **IMPORTANT: Fed Ex does not pick up packages on Saturdays, Sundays, or holidays.** All orders placed after 11:00 AM on Friday, all day Saturday and Sunday, will not be shipped nor leave our building until Monday.

Fed Ex picks up all orders in the afternoon at approximately 4:00 PM Arizona time. To calculate expected delivery dates, when the order was placed online does NOT count as the first day. *Fed Ex determines the transit times for delivery after the order was picked up by them, not when it was placed online by the student.* For instance, orders placed for Next Business Day delivery on Thursday evening at 10:00 PM, will not leave our warehouse until Friday afternoon and will be delivered on Monday.

HOW LONG DOES FED EX GROUND HOME DELIVERY TAKE?

The number of days for a package to arrive via Fed Ex Ground Home Delivery is based upon where the package is being shipped to AFTER the package has been picked up. Fed Ex Ground Home Delivery delivers Tuesday through Saturday. They do not deliver on Mondays.

The following are transit times using an example of an order being placed Thursday morning:

- 1 Day Delivery: (If ordered by Thursday 11:00 AM, arrives Friday)
AZ
- 2 Day Delivery: (If ordered by Thursday 11:00 AM, arrives Saturday)
Southern CA (south of Fresno, Hanford, Lemoore, Visalia)
- 3 Day Delivery: (If ordered by Thursday 11:00 AM, arrives Tuesday)
Northern CA (north of and including Fresno), AR, CO, ID, KS, LA, MO, MS, MT, NE, NM, NV, OK, OR, TX, UT, WA, WY
- 4 Day Delivery: (If ordered by Thursday 11:00 AM, arrives Wednesday)
AL, DC, DE, GA, IA, IL, IN, KY, MD, MI, MN, NC, ND, OH, PA, SC, SD, TN, VA, WI, WV
- 5 Day Delivery: (If ordered by Thursday 11:00 AM, arrives the following Thursday)
AK, CT, FL, HI, MA, ME, NH, NJ, NY, RI, VT,

Fed Ex has until the end of the day, 7:00 PM, on its scheduled delivery day for the package to arrive.

WHEN WILL FED EX NEXT BUSINESS DAY & 2nd BUSINESS DAY PACKAGES ARRIVE?

Unlike Fed Ex Ground Home Delivery, Next Business Day and 2nd Business Day packages are delivered Monday through Friday.

We encourage students to order in plenty of time before class begins to save them money and, on the rare instances in which an order is lost in transit, we are able to assist you in time before class begins. Since classes typically begin on a Monday, please be aware of the shipping restrictions involving delays due to weekends. Historically, less than half of all students order their textbooks in sufficient time to be shipped via Fed Ex Ground Home Delivery for free. Regardless of the order’s destination, shipping via Fed Ex Next Business Day and 2nd Business Day will arrive as follows:

<p><u>Next Business Day</u> order placed online on:</p> <p style="text-align: center;">Friday after 11:00 AM thru <u>Monday</u> up to 11:00 AM– arrives Tuesday Monday after 11:00 AM thru <u>Tuesday</u> up to 11:00 AM – arrives Wednesday Tuesday after 11:00 AM thru <u>Wednesday</u> up to 11:00 AM– arrives Thursday Wednesday after 11:00 AM thru <u>Thursday</u> up to 11:00 AM– arrives Friday Thursday after 11:00 AM thru <u>Friday</u> up to 11:00 AM– arrives Monday Friday after 11:00 AM thru all day <u>Saturday</u> and all day <u>Sunday</u> – arrives Tuesday</p> <p>Fed Ex delivers Next Day packages before 3:00 PM for metro areas and 4:30 PM for rural areas.</p> <p>All orders placed before 11:00 AM Pacific time will be shipped the same day unless the order was placed over the weekend</p>
<p><u>2nd Business Day</u> order placed online on:</p> <p style="text-align: center;">Friday after 11:00 AM thru <u>Monday</u> up to 11:00 AM - arrives Wednesday Monday after 11:00 AM thru <u>Tuesday</u> up to 11:00 AM - arrives Thursday Tuesday after 11:00 AM thru <u>Wednesday</u> up to 11:00 AM - arrives Friday Wednesday after 11:00 AM thru <u>Thursday</u> up to 11:00 AM - arrives Monday Thursday after 11:00 AM thru <u>Friday</u> up to 11:00 AM- arrives Tuesday Friday after 11:00 AM thru all day <u>Saturday</u> and all day <u>Sunday</u> - arrives Wednesday</p> <p>Fed Ex has until the end of the day, 7:00 PM, on its scheduled delivery day for the package to arrive.</p> <p>All orders placed before 11:00 AM Pacific time will be shipped the same day unless the order was placed over the weekend</p>

HOW ARE PACKAGES SHIPPED TO A DOMESTIC POST OFFICE BOX?

For packages sent to a domestic Post Office box, we are unable to ship using Fed Ex and must use the United States Postal Service. The processing time for these shipments takes considerably longer as it requires special handling. The rates for shipping via Fed Ex do NOT APPLY to P.O. Box destinations.

Shipping and handling of all Post Office box shipments are charged as follows:

Value of Order	Shipping & Handling Charge
\$0.00 to \$25.00	\$15.95
\$25.01 to \$50.00	\$16.95
\$50.01 to \$75.00	\$18.95
\$75.01 to \$100.00	\$19.95
\$100.01 to \$150.00	\$21.95
\$150.00 to \$200.00	\$23.95
\$200.01 to \$300.00	\$27.95
\$300.01 +	\$29.95

All domestic PO Boxes are sent via US Priority Mail regardless of the level of service selected. US Priority Mail to domestic PO Boxes takes approximately 3 – 5 business days

We strongly encourage you to allow us to ship to a physical street address rather than a PO Box. Packages shipped via Fed Ex usually result in lower shipping charges (if any), are processed more quickly, arrive at their destination more quickly, provide better tracking capabilities, and in the event that the package is lost or damaged, we are able to replace the order. Over 99% of our packages are shipped via Fed Ex.

Since we have limited ability to track any orders sent through the US Mail to a domestic Post Office box, we are unable to file any claims for lost, late, or damaged in transit packages. As a result, we are not responsible for reimbursing any textbook or shipping charges to any of these destinations and cannot send any free replacement copies if the package is missing.

If you need assistance in editing your Shipping Address on your account on our web site to change from a PO Box to a physical address, please give us a call toll-free at 866-243-0077.

HOW ARE PACKAGES SHIPPED TO AN INTERNATIONAL DESTINATION AND TO APO/FPO ADDRESSES?

For international shipments, we use Fed Ex International Priority regardless of the level of service selected. We cannot ship to any international PO Boxes and orders with such an address will not be sent and will be cancelled. Fed Ex International Priority takes approximately 3 – 5 business days if able to clear through customs.

For International shipments, we will charge your credit card for the exact amount of shipping charges rather than the rates stated for Fed Ex. As a result, when you place your order online, the cost will be different than the confirmation that you receive since we have to calculate the weight and destination at the time we prepare your package for shipment.

For APO/FPO Addresses, we ship via US Priority Mail regardless of the level of service selected. Shipments to APO/FPO addresses have a wide variation of delivery dates and we are unable to predict their arrival. Once the package leaves the United States and enters the military postal service, we are unable to track it any further. All APO/FPO shipments receive free shipping.

HOW DO I KNOW WHEN MY ORDER WAS SHIPPED?

Once your order has been shipped via Fed Ex, you will receive an email from nutextdirect@bkstr.com with the heading “Your NUText Direct Inc order – Fulfilled with Tracking.” This email will provide your specific Fed Ex tracking number and a link to track its progress through the Fed Ex site.

The email is sent to the email address that you provided to us when you placed your textbook order. Please be sure to use a valid email address and check your email settings to make sure the email is not being blocked by email filters. Please refer technical questions to your email provider regarding how to configure email filters to allow messages through if you are not getting them.

Once you have a tracking number, you may contact Fed Ex at 1-800-463-3339 if you need to resolve delivery problems such as a change of address or to make other arrangements for delivery if they have already made a delivery attempt and could not leave the package, etc.

CAN I CANCEL MY ORDER AFTER IT WAS SHIPPED?

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 it 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 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 IF I NEED TO HAVE SPECIAL INSTRUCTIONS ON WHERE TO LEAVE MY PACKAGE?

National University Text Direct handles all facets of the order processing but Fed Ex delivers the order. If you need to make special arrangements as to where or when to leave your package, you must make those arrangements through Fed Ex at 1-800-463-3339. We are not responsible if Fed Ex does not follow your instructions.

DO I NEED TO BE HOME TO SIGN FOR MY PACKAGE?

Although we do not require a signature, Fed Ex may depending upon the circumstances. If you have a previous history of receiving packages without a signature, it’s likely that you will not need to sign. If your package is being delivered to a location that the Fed Ex driver has a concern over the package’s security if left unattended such as a multi-unit residence, for example, Fed Ex may require a signature and will leave a ‘door tag’ if you are not present to sign at the time of delivery.

If in doubt, we recommend that you have your order shipped in sufficient time ahead of class to arrange for a re-delivery, or to a location that you will be present during the day, or that it can be signed for on your behalf such as your place of business.

WHAT DO I DO IF MY ORDER IS LATE, MISSING, OR DAMAGED?

We ship thousands of orders each month and there are some occasions in which a package is lost or damaged in transit. Here’s what to do:

- Check your email to make sure that your order was shipped. If you have received an email with the subject line: "Your National University Bookstore Order –Fulfilled with Tracking," the order has been completed and is in the possession of Fed Ex.
- Check the Fed Ex web site using the tracking number provided to you from the email sent by nutextdirect@bkstr.com. They may have already tried to deliver your textbook. Often, the package shows as delivered but left at the front door, for example. Please check the surrounding area, apartment rental offices, etc., before contacting us as we will direct you to those locations when we see it on Fed Ex records.
- Check the shipping address that you entered at the time of placing your order. Your order is automatically shipped to the EXACT address that you provided including any typo’s, misspelled street names or cities, errors in street numbers or zip codes, omitted apartment numbers, etc. If your order was addressed wrong when you placed the order, you will need to contact Fed Ex to have it sent to the correct address and you will also need to edit your shipping address in your account so future orders are properly addressed.
- If the order is missing or damaged and it is being sent to the correct address, contact us immediately at either nutextdirect@bkstr.com or call us toll-free at 866-243-0077. We will initiate a claim with Fed Ex and determine if we need to send a replacement copy.

WHAT IS A REPLACEMENT COPY?

We want you to have the books you need when you need them. If the original package is lost or damaged and the address that you provided was correct, we may send you another copy free of charge so that your class work is not delayed further. We will follow up on the original order until either Fed Ex reimburses us for the claim or the original book is returned to us. If Fed Ex is able to show that both packages were delivered and kept by the student, we will understandably need to charge your credit card for the replacement copy and its shipping charges.

We will not send a free replacement copy if the delivery was held up due to factors that were outside of either National University Text Direct or Fed Ex causes. If you entered an incorrect address on your order, we will not send a free replacement copy and you will need to reorder the book as a new order with the correct address. If the original order that was sent to an incorrect address is returned to us, we will provide a refund upon its arrival back to us.

If a replacement copy is sent due to a package that was delivered but not signed for and the student is claiming that the package is missing, we will require a signature for the replacement as well as all future packages sent to that student.

MY TEXTBOOK WAS “BACKORDERED,” DO I NEED TO CHANGE MY SHIPPING?

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.

If it does go into backorder, you will receive an email that is automatically generated from nutextdirect@bkstr.com shortly after placing your order that has as the subject line: “Your NUText Direct Inc order – item(s) on backorder.” We will also notify you within one business day of the title being on backorder and provide an expected arrival date in our warehouse. Those emails will come from our Customer Service group at either [nutextdirect8 \(9or 10\)](mailto:nutextdirect8@fheg.follett.com) @fheg.follett.com.

If your order is being shipped in multiple shipments, you will be charged for a pro-rated amount of shipping based upon the value of the order. For example, if you selected 2nd Business Day shipping for \$9.50 when placing your order and had two books, one for \$50 and another for \$25, and the order was split, you would be charged \$6.33 for one package and \$3.17 for the other package to equal \$9.50 total shipping charge.

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.

ARE MY SHIPPING COSTS REIMBURSED?

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 of that event.
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.

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.

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).