

## TEXTBOOKS

- **Why should I buy Textbooks from the Bookstore?**
  - The Bookstore is owned and operated by YCP and the students. We work with the professors to ensure you get the correct materials required. We also offer convenient shopping online with easy returns. You can also come in-store and get assistance with your class materials from a fellow Spartan. Lastly, money that comes into the Bookstore goes back out to Spartan Nation.
- **When is the best time to purchase my books?**
  - Professors will give us a list of books that are needed for their class. We will then put them on the York College Bookstore Website as well as on the schedule of classes under the main YCP website.
- **How do I find the ISBN and Book Edition?**
  - If looking for the ISBN and edition go to the YCP main page look under academics -schedule of classes- use the pull-down menu to select your term and class - click on view book info. From this area, you can purchase your books as well.
- **If an item is out of stock what should I do?**
  - If you have chosen the option for "please substitute" we will try to fulfill your request with the condition you have requested. If we are out of stock we will fulfill it with the same book but in a different condition.
  - Our inventory is tied to our website, please keep checking back to see if the item becomes available or stop in store to special order your item.
- **What does "required" mean?**
  - A required text means that your professor has told the bookstore that this material must be purchased for the class.
- **What does "optional" mean?**
  - Optional texts are books that can be purchased but are not required for coursework. We do not carry stock of optional books. These books must be special ordered from the college bookstore.
- **What does "choice" mean?**
  - Some professors will give you several options to choose from that are needed to complete your course work.
- **What kind of books does the college bookstore carry?**
  - The college bookstore carries new, used, E-books and access codes. Many of our titles are rentable and can be rented online. You can view if a title is rentable on the conditions page. If you purchase a book and it later becomes rentable you can change your book to a rental and you'll be refunded the difference.
- **When do Rental Titles become available?**
  - Rental titles are available two weeks before the start of classes online
- **When is my credit card charged for my books?**
  - The bookstore website is a cloud-based system. Upon placing your order, the bookstore places a hold for the amount of your order to your card. Your order will then be processed and charged for the full amount by a Cashier at the Bookstore, within 1-2 business days. Price differences, due to condition or substitutions, will be noted at the time of processing via e-mail
- **When can I pick up my books?**
  - Your order will be ready for pickup within 2 business days. You will receive a confirmation email.

## TEXTBOOKS CONTINUED

- **Why was my item substituted?**
  - If you choose the option that it was OK to substitute we will select what we have in stock. If you choose not to substitute your order will be cancelled if we do not have your preference in stock.
- **Will my book come with an access code?**
  - New books that state "with access code" will have the access code, however, if you purchase a used book we cannot guarantee that the access code will be usable in your package.
- **When can I sell my Textbook?**
  - The York College Bookstore hosts Buyback events during the end and beginning of each semester. Times will be posted on our website and social media promoting the event.
- **Why doesn't the bookstore sell used books for the same price that they were bought at buyback?**
  - The bookstore gets used books from many sources and uses an average cost to calculate the retail price to help cover operating expenses and contribute back to the college.
- **I paid a lot of money for my books. Why doesn't the bookstore give more money for them?**
  - The College Bookstore offers student used books as a less expensive alternative. We stay competitively priced with the college book market when pricing the books.
- **The store won't buy some of my books. I bought these books this semester. How is it worthless now?**
  - If we cannot buy back a textbook it is for one of these reasons:
    - Textbook for has been changed.
    - Course has been dropped from the curriculum.
    - We already have a full quota for that book.
    - Publisher has advised us of a forthcoming new edition.
    - The course is offered only once a year or every other year.
    - The book is in poor condition.
    - We have no faculty requisition on file
- **Why did my friend get more money for the same book?**
  - Depending upon the need and quotas for each book the price may lower as we will reach the amount of books being sold back.
- **How can I ensure I'll get the most money for my textbook?**
  - The earlier you come to buyback the more money you will receive because quotas have not been filled yet.
- **Is my book in good enough condition to sell?**
  - We can only buy back books that are in good condition. "Good condition" Means that all pages, bindings, and covers are intact and complete. Pages should not be torn, missing, marked up or highlighted excessively so that print is obscured. Though, light highlighting is acceptable. Textbooks with water damage, stains, and/or pages sticking together are not considered in "good condition". NOTE: You cannot sell back a rental book unless you have converted it to a purchased book.
- **Where can I ship my books to?**
  - We do not ship to PO boxes or on campus housing.

## SHIPPING POLICIES

- **How long will it take to receive my order?**
  - Most orders will ship in 1-2 business days. If there is a problem with your order we will contact you via E-mail or by phone.
  - **Standard** shipping arrives in approximately 4-7 business days
  - **2nd Business day** shipping arrives in approximately 2-3 business days
  - **Next Business day** shipping arrives in approximately 1-2 business days
- **Can I ship to a P.O. Box?**
  - At this time we cannot ship orders to a P.O. Box.
- **How much will it cost to ship my order?**
  - The amount for shipping is based off the size of the order.
    - \$8.95 Shipping for orders \$0.00 - \$50.00
    - \$10.95 Shipping for orders \$50.01 - \$100.00
    - \$13.95 Shipping for orders \$100.01 and up
    - \$22.95 Shipping for Diploma Frames
- **Can I pick up my order at the bookstore?**
  - Of course! Select **“Store Pickup”** as your delivery option and pick up your order at the bookstore for free. We will send you emails with updates on your order’s status as they become available.
- **Can I track my package?**
  - Yes, you will be E-mailed tracking information once your order has left the bookstore.

## RETURN POLICIES

- **Apparel**
  - Returns need to have receipt and all tags attached 90 days from purchase date.
- **Tablets and Laptops**
  - All tablet/laptops purchases are a final sale. There are no returns on an open box. Due to the daily fluctuations of prices in the electronics industry, we do not offer any type of price protection. The YCP IT Helpdesk provides support for personally-owned computers to connect to the YCP network, both wired and wirelessly. All other service questions/request should be directed to the manufacturer (as listed above).
- **Nursing Uniforms**
  - There are no returns on nursing uniforms. Size exchanges may be made on new products with a receipt.
- **General Goods**
  - Supplies and electronics (excluding Tablets and Laptops) can be returned within 30 days of purchase in the original and unopened packaging. Photo processing items (film, paper, and chemicals) are not refundable.
- **Gifts & Accessories**
  - Returns need to have receipt and all tags attached.
- **Books (Non-textbooks)**
  - No refunds on General reading books or reference books
- **Textbooks**
  - We are happy to process exchanges and returns when the following conditions are met:
    1. THE REGISTER RECEIPT IS REQUIRED FOR ALL RETURNS AND/OR EXCHANGES.
    2. RETURNS will only be accepted within the first week of the academic semester for a full refund for any reason.
    3. EXCHANGES will be accepted into the second week of the academic semester with proof of an add/drop class slip. If no new text is needed, a York College gift card will be given for your purchases at a later date. All exchanges must be accompanied by a receipt. There will be no exchanges or returns after the second week of the academic semester.
    4. To return or exchange a textbook, bring the register receipt and the book(s) to the cash register area.
    5. If purchased NEW, books must be in perfect condition, free from any writings, marks, highlighting, stains, and/or damage to cover or binding. All shrink wrap packages must be unopened.
    6. When purchasing a textbook with a check, returns will be accepted after 10 business days. A check may be issued by the Bookstore when a return exceeds \$100.
    7. Credit card purchases, if returned, require the original credit card number.
    8. Books that are non-returnable-Optional books, trade books, reference materials, and course notes are not returnable. NOTICE: We cannot accept returns on textbooks wrapped and sold with computer disks, on-line access codes, DVDs and/or CDs if the package is opened.

# FAQ

## GENERAL

- **If the Bookstore does not carry the type of ink that my printer uses, can I order it?**
  - Yes. The Bookstore frequently places special orders for students on technology products. Special orders must be pre-paid and usually arrive within 2 business days. See the Supplies buyer for more information (717-815-1246).
- **Does the Bookstore sell computers?**
  - Yes. While the Bookstore features a few available models on the website, the Technology buyer can work with customers to order a computer that fits their needs. Currently, the Bookstore is selling exclusively Lenovo products.
- **Is the Bookstore hiring?**
  - The Bookstore employs students through the Work Study Program which is coordinated by the Financial Aid office. If you'd like to seek employment at the Bookstore, please see the Financial Aid office to see if you are eligible for the program. If you are, you may request to be placed in the Bookstore when a position becomes available.
- **Why does the Bookstore carry candles and shot glasses if we aren't allowed to have them in our dorms?**
  - The Bookstore serves the entire campus community, which includes student who live off-campus, faculty/staff, alumni and the general community.