

# Ordering Textbooks – Calgary Campus

**Effective January 2011, students at the Calgary Campus must purchase their course materials online through the U of L bookstore.**

- Step 1:** Go to <http://bookstore.uleth.ca>
- Step 2:** Scroll down to the “BUY TEXTBOOKS” section and use the “Search by Course” dropdown box. Select the appropriate Campus Term and then click “Go”.
- Step 3:** Select the appropriate Department (e.g. MGT-MANAGEMENT), Course, and Section as per your “Student Schedule by Day and Time” on the Bridge. The system will eventually show you the designated book that you will need for this particular class.
- Step 4:** Choose the format that you want your book to be in (e.g. new, used, digital, rental) and “add selected books to cart”.
- Step 5:** Continue to choose your textbooks until you are ready to “Checkout”.
- Step 6:** Follow the “Checkout” instructions (you will have to create an account if you have not already done so) and have a credit card ready to purchase your items. If you do not possess a credit card to pay for your books, you may also select Student Charge Account as a payment option online. This can then be paid like tuition (i.e. debit, cheque, online banking).

## FAQs

**How do I know which books to buy?** The 6-step process shown above will show you the exact book that you will need to purchase as per your specific class and section/campus.

*Alternately*, you can either review the respective course outline for your class or you can use the *TextFinder* tool, (<https://www.uleth.ca/bookstore/textfinder>). Simply enter the same log-in information for *TextFinder* as you do for your Bridge/uleth student email accounts in the appropriate username and password fields. The displayed results will show the designated textbooks based on your current course registration. *TextFinder* will not display any results if you are not registered in any courses.

**How much is shipping?** Shipping costs \$9.00 for the first item and \$1.50 for each additional item on the same web order. In order to save money on shipping, we recommend that you try to place all of your textbooks on one order.

**When can I expect my textbooks to arrive?** In-stock items will be processed and shipped within 1-2 business days, so please allow 3-5 business days for delivery. Out-of-stock items will be processed and shipped as soon as stock becomes available. Anticipate approximately 2-3 weeks for the delivery of out-of-stock items.

**What if I am not home when my books arrive?** Textbooks are sent via courier, so if someone is not at home to receive the package, a delivery notification will be left at your door. This notification will have further instructions on where to pick up your package.

**Can I purchase used textbooks online?** If a “used” version of a textbook is available for purchase through the online bookstore, it will be a selectable option in the “Type” drop down menu on the textbook selection screen.

**Is there a deadline to purchase textbooks?** Textbooks will start to become available for online purchase approximately 2 weeks before classes start, and will continue to be available until the last day of classes.

**Do I have to purchase my books through the online store?** You have the freedom to browse any other used bookstore for your textbooks however only the U of L bookstore can guarantee that you are provided with the correct books required for the classes that you are registered in. The bookstore on the 1<sup>st</sup> floor of the Bow Valley College South Campus Building is strictly reserved for Bow Valley programs and as such will not have an inventory of any U of L textbooks.

*Alternately*, you can visit our Textbook Exchange webpage at <http://www.ulsu.ca/textbook> and purchase used books from another U of L Calgary Campus student. Please be aware that the Textbook Exchange website was explicitly designed as a communication vehicle and as such cannot take payments.

**Can I sell my used textbooks?** The U of L bookstore holds a Textbook Sellback event around 2-3 times per year, particularly during final exam week of each major semester (i.e. April and December) and sometimes in September for the students who attended summer classes. If you rented textbooks for the semester, you can also bring those to the sellback event. Please note that you must bring your student ID card (or at least know all 9-digits by heart) as well as your debit card to the sellback as the buyer will only have the capacity to conduct debit-based refunds.

*Alternately*, you can also sell your books at your own price to other students through the Textbook Exchange website (<http://www.ulsu.ca/textbook>). You will need to set up your own account.

**What is the bookstore's return policy?** You may (but not be guaranteed to) receive full credit on purchases of new textbooks *if and only if* your textbooks are returned:

- With a valid sales receipt
- In mint condition, as determined by the bookstore staff (E.g. still shrink-wrapped)
- Within 10 working days of the start of classes

Refund amounts are permitted at the discretion of the bookstore. Any fees or charges associated with textbook returns are the sole responsibility of the student. **All textbooks purchased during our summer semesters (May-June and July-August) are NON-RETURNABLE. If you feel that you have a valid reason to return your textbooks outside of this policy, please contact the UofL Bookstore directly.**

**Who can I contact if I have questions?** Please contact the U of L Bookstore either by phone at 1-403-329-2611 or by email at [bookstore@uleth.ca](mailto:bookstore@uleth.ca) should you have any questions or concerns regarding matters such as: the online ordering process, clarifying return policies (purchased or rentals), problems with the *TextFinder* tool, delivery delays etc.