

Ordering Textbooks – Calgary Campus

ONLINE ORDERING PROCESS

- Step 1:** Visit bookstore.uleth.ca, click on “TEXTBOOKS” (left-hand pane), and then click on “BUY/RENT”.
- Step 2:** From the dropdown boxes, select the appropriate term, department abbreviation (e.g. MGT, ECON, STAT, WRIT etc.), course number, and section letter as per your “Week at a Glance” schedule on the Bridge (“Student” tab > Registration > Week at a Glance). **Calgary-based courses will always have section letters which begin with a “Y”.**
- Upon choosing the appropriate class section, the website will automatically create a record of your course under the “Current Course List” pane.
 - **Repeat this step for all remaining classes that you are registered in for the semester.**
- Step 3:** Click on “Compare Prices on these Course Materials” and then on “Begin Price Comparison”.
- Step 4:** Click on the appropriate “Add to Cart” button for the version/format of the textbook(s) that you would like to buy.
- Each textbook will have some combination (but not necessarily all) of the following formats available for purchase: new/mint, used, new or used rental, and e-book; each format will be priced accordingly.
 - The price compare system will allow you to visually compare the current retail costs of your precise book between the UofL Bookstore, Amazon, and AbeBooks before making your selections.
- Step 5:** Click “Checkout” and follow the instructions.
- Credit card is the easiest way to pay for your books through the online store.
 - If you do not own a credit card, you can select Student Charge Account as an alternate payment option. The associated textbook charges will then be allocated to the student’s financial account with the university to which they can in turn be paid like tuition (i.e. debit or cheque at the Calgary office or through online banking).

Frequently Asked Questions (FAQs)

DO I HAVE TO BUY MY BOOKS (ONLINE) THROUGH THE BOOKSTORE? Students certainly have the freedom to engage any other Bookstore or retailer for their textbooks however, purchasing them directly through bookstore.uleth.ca will guarantee: the precise titles/versions intended for class use, timely delivery, and the added assurance of refunds/returns as per Bookstore policy.

- **NOTE:** At this time, the Bookstore on the 1st floor of the Bow Valley College South Campus Building is exclusively reserved for Bow Valley students and programs and as such, will not carry an inventory of any U of L textbooks.

HOW DO I KNOW WHICH BOOKS TO BUY? The 5-step process shown above should direct you to the exact books which have been designated and approved for class use by both the instructor and the faculty of your classes.

- *Alternately*, students can also (1) review the respective course outline (www.uleth.ca/calgary/courses) once they are posted or (2) use the *TextFinder* tool (www.uleth.ca/bookstore/textfinder) to confirm the exact titles that will be used for class. For *Textfinder*, visit the above link and enter the same log-in credentials as your Bridge account in the username and password fields. The returned results will display the assigned textbooks as per your current course registration. Please note that *TextFinder* will not retrieve any textbook information if you are not registered in any courses.

WHEN CAN I START ORDERING MY BOOKS? Textbooks for an upcoming semester will be made available for purchase at bookstore.uleth.ca ~1-2 weeks before the start of classes unless informed otherwise by either the Bookstore or the Calgary Campus.

HOW SOON WILL MY BOOKS BE DELIVERED? “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 on the other hand will be processed and shipped as soon as stock becomes available. The Bookstore staff will promptly notify you of the estimated fulfilment dates for any backorders.

WHERE WILL MY BOOKS BE DELIVERED? Textbooks can either be delivered: (1) directly to the student's home address (as per the online order form) via Canada Post or (2) to the Calgary Campus office – the destination must be selected upon checkout. For *Calgary Campus* pick-ups, students will be contacted via their @uleth.ca email addresses to notify them of their arrival to which they will be required to show photo ID (e.g. Student ID card, preferred) at the office in order to properly claim them. The Calgary Campus' Hours of Operation will run from: 10:00 a.m. – 6:00 p.m., Mon-Fri.

HOW MUCH IS SHIPPING? Shipping fees will amount to \$9.00, per order, should you designate the *Calgary Campus* as the delivery destination. If you would prefer to have your textbooks delivered directly to your home address, then the associated shipping costs will vary depending on the size, weight, and quantity of the ordered items.

CAN I BUY USED BOOKS THROUGH THE ONLINE STORE? bookstore.uleth.ca will indicate if a "used" version of your textbook is available for purchase (see *step 4, bullet point 1* of the Online Ordering Process as shown on page 1 of this document).

WHAT IS THE BOOKSTORE'S RETURN POLICY? You may, but not necessarily be guaranteed to, receive full credit on purchases of new, used, or rental textbooks *if and only if* they are returned:

- With a valid sales receipt
- In the same physical condition that it was sold (i.e. no additional torn covers/pages, pen/highlighter markings, stains etc.)
- Within 10 business days following the first day of classes for any given term.

*****Note:** The return policy will unfortunately not apply to specially assembled books such as: custom coursepacks, coil-bound books, loose-leaf edition books etc. All books purchased during the Summer terms (May/June & Jul/Aug) are NON-RETURNABLE.

Textbook Return process:

- Step 1) Send an email to bookstore@uleth.ca for a Return Authorization Number
- Step 2) Student coordinates own shipping and covers all associated costs, out-of-pocket
- Step 3) Student is issued refund upon the books' successful delivery to Lethbridge. Actual refund amount will be made at the discretion of the Bookstore (i.e. assessment of books' physical condition)

*****Once the return period is over** (i.e. 11 business days after the start of classes or later), textbooks will no longer be accepted by the Bookstore for refund consideration. If you feel that you have a valid reason to return your textbooks outside of the above return policy, then you are welcome to contact the UofL Bookstore directly with your inquiries at bookstore@uleth.ca.

HOW CAN I SELL MY TEXTBOOKS AFTER I AM DONE WITH THEM?

At this time, there are two ways that Calgary Campus students can sell their textbooks upon the end of a semester:

- 1) **Textbook Sellback:** The Bookstore hosts a "Textbook Sellback" event at the Calgary Campus around 2-3 times per year, specifically during final exam week of each major semester (i.e. April and December), to which students are given the opportunity to bring and potentially sell their textbooks from past semesters back to either the Bookstore or to other wholesalers for cash. Complete Sellback details will be promptly communicated by the Calgary Campus office via email (most commonly through "Thursday's Thoughts") once all of the arrangements for it have been made by the Bookstore.
- 2) **Textbook Exchange:** The University of Lethbridge Student's Union (ULSU) manages a website called "*Textbook Exchange*" (weblink: textbook.ulsu.ca) which allows students to either buy or sell their own textbooks with their peers. Textbook Exchange is completely independent from the Bridge and the Bookstore so a unique account will need to be created with the site in order to start using its services. Please be advised that *Textbook Exchange* is strictly a communication vehicle and as such does not have the capacity to take payments over the web. The eventual transaction is usually made in-person, with cash, and at a mutually agreed upon time and meeting place between buyer-and-seller.

CONTACT INFORMATION

Have questions about: the online ordering process, return policies, issues with *TextFinder*, delivery delays etc.?
Contact the **U of L Bookstore** at either bookstore@uleth.ca or at 1-403-329-2611 (Lethbridge number).

Have questions about the **Textbook Exchange site**? Contact the ULSU Executive Assistant, **Susan Curtis**, at susan.curtis@uleth.ca.