

# ORDERING TEXTBOOKS – CALGARY STUDENTS

- Step 1:** Visit [bookstore.uleth.ca](http://bookstore.uleth.ca), click on the “TEXTBOOKS” tab (top banner of site) > “BUY/RENT”.
- Step 2:** From the dropdown boxes, select the appropriate term, department abbreviation (e.g. MGT, ECON, HLSC, PUBH, STAT, WRIT etc.), course number, and section letter as per your “Student Detail Schedule” on the Bridge ([bridge.uleth.ca](http://bridge.uleth.ca) > “Student” tab > Registration > Student Detail Schedule > Select appropriate term from drop down box). Upon choosing the appropriate class section, the website will automatically create a record of your course under the “Current Course List” pane.
- **Calgary Campus courses** will be denoted with a “**leading-Y**” in its section letter code (e.g. Y, YA, YB, YOL etc.).
  - **Online-delivered courses**, which both Lethbridge and Calgary students can register for, will be denoted with a letter “**O**” somewhere within the section code (e.g. OL, YOL, OLA, YO etc.).
  - **Repeat this step for all remaining classes that you are registered in for the semester.**
- Step 3:** “Compare Prices on these Course Materials” > “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 uLethbridge 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 fees will then be allocated to your university financial account to which your textbook costs can then be paid like tuition (i.e. via online banking – [www.uleth.ca/financial-services/payment-methods](http://www.uleth.ca/financial-services/payment-methods)).

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## Frequently Asked Questions (FAQs)

**HOW SOON CAN I START ORDERING MY BOOKS?** Textbooks for an approaching semester will be normally made available for purchase via [bookstore.uleth.ca](http://bookstore.uleth.ca), by no earlier than ~1-2 weeks before the start of classes:

- **Fall (Sept-Dec)** = Mid/Late-August
- **Spring (Jan-Apr)** = Mid-December
- **Summer I & Summer Full-Term (May-June & May-Aug)** = Mid/Late-April
- **Summer II/III (July-Aug)** = Mid/Late-June

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

**HOW WILL 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. Please be advised that some courses might require multiple books to be purchased while some might require none (contingent on individual instructor).

**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?** Physical/hard copy textbooks will be delivered via Canada Post directly to the student's designated shipping address, as provided on their submitted order form (e.g. home/preferred address, P.O. box etc.). E-books will be normally delivered to the student via email either from the uLethbridge Bookstore or directly from the publisher (e.g. provided weblink and/or accompanying code/instructions to access e-book, pdf file of book, etc.).

**HOW MUCH IS SHIPPING?** \$9.00 for the first item, plus an additional \$1.00 per subsequent item placed on the same order. (e.g. 5 textbooks on a single order > Shipping Charges = \$9.00 + \$1.00 + \$1.00 + \$1.00 + \$1.00 = \$13.00). Therefore, it is considered to be more cost-efficient for students to order all of their books at once in order to save on additional shipping fees.

**CAN I BUY USED BOOKS THROUGH THE ONLINE STORE?** [bookstore.uleth.ca](http://bookstore.uleth.ca) will indicate if a "used" version of your textbook is available for purchase (see *step 4, bullet point 1* on page 1 of this document).

**WHAT IS THE BOOKSTORE'S RETURN POLICY?** Students may be eligible to receive full credit on purchases of new, used, or rental textbooks *if and only if* they are **returned within the first 10-business days of the semester + in MINT condition**, as determined by Bookstore staff (i.e. NO: visible damage to covers or pages, pen/highlighter markings, stains etc.).

- Items deemed not be in re-salable condition upon their receipt, will be returned back to the student at their expense
- Textbooks ordered during the *summer semesters (May-Aug)* are returnable **ONLY with proof of course withdrawal**

**\*The following items are non-returnable:**

- **Shrink-wrapped textbooks (if opened)** – *exception*: shrink-wrap that has been partially removed to apply a rental barcode is acceptable
- **Jumpbooks, E-books, or already activated access codes**
- **Coil-bound textbooks**
- **Custom coursepacks**

#### **\*\*Return Process**

*Step 1)* Student sends **email** to [bookstore@uleth.ca](mailto:bookstore@uleth.ca) with return request for review and assessment.

- **If approved**, the Bookstore will issue the student with a unique **Return Authorization Number (RAN)**.
  - o Refund credits will not be issued on items that are shipped back without a RAN
- Referencing both your 9-digit student ID number + the original order number of the textbook(s) that you are returning (as retrieved from the automated "your order has been processed" emails from the Bookstore or the hard copy paper receipts which came delivered with your ordered books) will help expedite the process.

*Step 2)* Student **coordinates their own shipping** and covers all associated costs, out-of-pocket

*Step 3)* Student is **issued appropriate refund at the discretion of the Bookstore staff** upon the successful delivery of the returned book(s) to the Lethbridge Campus

*Once the textbook return period for a given semester has passed* (i.e. 11 business days following the first day of classes or later), returns will **unfortunately no longer be honored by the Bookstore for refund consideration**, under normal circumstances. However, if you feel that you have a valid reason to return your textbooks outside of the above return policy/conditions, it is always recommended to email the uLethbridge Bookstore directly with your inquiries (assessed on an individual case-by-case basis).

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

- **Textbook Sellback:** Temporarily suspended until further notice, due to the COVID-19 pandemic.
- **Personal Selling:** The student can personally sell their own unwanted course textbooks through any given medium of their choosing (e.g. Facebook marketplace, Kijiji, social media platforms etc.).

#### **HAVE QUESTIONS?**

Contact the **uLethbridge Bookstore (based out of the Lethbridge Campus, only)** via **email** at [bookstore@uleth.ca](mailto:bookstore@uleth.ca)

*Hours of Operation: 8:30am – 4:30pm, Monday – Friday.*