

General Questions about the ACC Bookstore:

1. *How do I place an online order at the ACC Bookstore?*

The bookstore's website can be accessed at www.asnuntuckshop.com.

2. *What do I do once I get to the website?*

- Click the "textbook" link at the top of the bookstore's website.
- Use the drop-down menus to choose your term and courses and click "find your course materials"
- Select the course materials you need for each course and click "add to bag"
- When you are finished adding item to your bag click "view bag and checkout"
- Follow the steps to enter your payment information - if you are using a type of book voucher select "financial aid" as your method of payment.

3. *What are my textbook options?*

Textbooks are available as new, used, rental, or digital formats. The bookstore has been working throughout the summer to make as many titles available in digital format as possible to complement the increased numbers of online courses this fall.

4. *Which methods of payments are accepted at the bookstore?*

Online customers can pay using a credit card, PayPal, Apple Pay, Campus Cards, Financial Aid funds, or book vouchers/scholarships.

5. *Are shipping fees and digital delivery fees covered by my book voucher or book advance?*

Shipping fees and digital delivery fees are covered by Financial Aid Book funds. If you have a scholarship through ACC please contact the bookstore to find out if shipping and digital delivery are covered by your award.

6. *What is the bookstore's return policy?*

Textbooks/Course Materials:

- Full Refunds are given for Course Materials (**unopened**) returned or postmarked before February 5, 2020.
- Course Materials (**unopened**) purchased after February 5, 2020 must be returned within 7 business days of purchase for a full refund.
- Course Materials (**unopened**) purchased during the last week of classes or final exams are **not refundable**.
- To support the delivery of digital content to you, a non-refundable digital delivery fee is applied to each digital material.

Hardware & Software

Returning (**unopened**) computer hardware and software within 14 days of purchase for a full refund. Electronic Software Download (ESD) purchases are Final and Non-Returnable.

Other Merchandise:

All other merchandise that is unopened and in original condition can be returned within 30 days of purchase with the price tags attached.

***Gift Cards are non-refundable**

8. How do I rent textbooks?

Search for your course and section, select the rental items available for your course, and add them to your shopping cart. During checkout you'll be prompted to provide rental collateral (e.g. a credit card only) and sign the rental agreement. Completing the rental agreement signifies your commitment to returning your rental book back by the check-in date.

9. Can I mail my book rental back?

<https://www.bkstr.com/asnuntuckccstore/myaccount/signin?redirectTo=%2Fasnuntuckccstore%2Fmyaccount%2Frentals>

COVID-19 Related Questions

1. Will the bookstore be open to customers this semester?

The bookstore is closed for most purchases for the Winter & Spring semester. Course materials, clothing, and gifts are available on our website for home shipping @ www.asnuntuckshop.com.

2. Who should I contact if I have a question for the bookstore?

We ask that students reach out the bookstore with questions via email or phone. Our phone number is **860-253-3186** or email **0820mgr@follett.com**.

Questions about online orders, book advance/scholarship funds, or general inquiries can be sent to 0820mgr@follett.com. We will make every effort to respond to emails within 24 hours.

3. What are the bookstore's hours?

The bookstore is closed to foot traffic, but someone is there mostly 8-4 pm Mon-Thurs and 8-1 pm on Fridays.

4. Do I need to wear a mask at the bookstore?

Yes, a mask is required to enter the bookstore at all times.