

General Questions about the ACC/Follett 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 (**you'll need to know your NET ID for this**).
3. What are my textbook options? *Some textbooks are available as new, used, rental, or in digital formats. The bookstore has been working throughout the year to make as many titles available in digital format as possible to complement the increased numbers of online courses.
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, VA 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 OR financial aid office to find out if shipping is covered by your award.
6. What is the bookstore's return policy? *Textbooks/Course Materials: *Full refunds are given for Course Materials (unopened) returned up to 14 days into the semester in the form you paid (**unless Financial Aid is closed, then you'll get a gift card to the bookstore for the amount**) w/ a receipt.

* 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 nonrefundable 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 Not 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 once bought.
7. How do I rent textbooks? *Search for your course and section on the website (www.asnuntuckshop.com), 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/debit card only) and sign the rental agreement. Completing the rental agreement (legal binding agreement) signifies your commitment to returning your rental book back by the check-in date. **COVID-19** cannot be an excuse to not get your rentals books back to the bookstore anymore, give them to someone so they can drop off-or mail in! During finals week there will be a drop bin outside the bookstore (after hours to drop off your book-be sure to put a bookmark in **EACH** book you put in the bin). The next morning we will check your rental in as long as there is no torn covers/pages or liquid damage to the book(s), if so we will get in touch with you as you'll have to convert the book(s) to a purchase instead OR be subject to non-return fees. Call the bookstore if you have a concern as well (860-253-3186)!

8. Can I mail my book rental back? *Yes, be sure to have your phone number/email and full name inside the package. **Mail to: Asnuntuck/Follett Bookstore, 170 Elm St. Enfield, CT. 06082. Be sure to have it post dated by the return date or you may be subject to fees if later than that date!**

9. Who should I contact if I have a question for the bookstore? *We ask that students reach out to the bookstore with questions via email or phone. Our phone number is 860-253-3186 or email 0820mgr@follett.com. Questions about online orders, financial aid/scholarship funds, or general inquiries can be sent to 0820mgr@follett.com as well. We will make every effort to respond to emails within 24-48 hours.

10. What are the bookstore's hours? Spring 2024 semester hours are: Mon-Thur 9-4pm Fri 9-1pm ***The bookstore will have later hours two weeks before the semester & during finals-check with the bookstore @ 860-253- 3186 for those hours or online at www.asnuntuckshop.com at the bottom of the website.**

All course materials, clothing, and gifts are available on our website for home shipping @ www.asnuntuckshop.com as well.

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