GENERAL FAQ

›› WHY SHOULD I ORDER FROM THE ONLINE BOOKSTORE?

The Online Bookstore, powered by eCampus.com, has the largest online selection of new and discounted textbooks. Your student's textbooks are listed in one place, and shopping by course makes it simple to order the correct materials all at once. Additionally, a specialized Customer Service Department is available to track orders and answer any questions.

›› HOW DO I ORDER FROM THE ONLINE BOOKSTORE?

Ordering is simple! Access **brotherrice.ecampus.com** 24/7 to order.

›› WHEN WILL MY TEXTBOOKS BE AVAILABLE TO ORDER?

Textbooks for the upcoming school year will be available this summer. Specific dates will be communicated through your school.

›› WHAT PAYMENT METHODS ARE AVAILABLE?

The Online Bookstore accepts credit cards, PayPal, checks and money orders for payment of online purchases. For more information, the Help Desk link is located at the bottom of the Online Bookstore homepage.

›› WHERE CAN I FIND MY ORDER INFORMATION, ORDER STATUS, ETC.?

Select the **MY ACCOUNT** link on the Online Bookstore homepage. After signing into your account, you can check the status of your order, buyback, or return. If you have additional questions, contact the Online Bookstore Customer Service Department at **k12support@ecampus.com**, or by phone at **(844) 523-8980**.

›› HOW CAN I SELL MY TEXTBOOKS?

You may sell your books through your Online Bookstore anytime by visiting your Online Bookstore website listed above and selecting **SELL NOW**. You will always receive the best prices for your books during the advertised period at the end of each school year.

›› ARE RETURNS ACCEPTED?

Returns for physical books are allowed within 30 days of the first day of school. New books must be returned in new condition, and shrink-wrapped items remain unopened. Please visit the **MY ACCOUNT** section to create a Return ID Number to ensure your return is processed correctly. Returns for digital items are allowed within 14 days of the first day of school, with proof of class withdrawal. Credit for returns will be issued and processed within 2-4 weeks.

QUESTIONS?
k12support@ecampus.com or 844-523-8980