

Everything you need to know about the Online Bookstore!
Northern.TextbookX.com

HOW DOES IT WORK?

The NSU Online Bookstore, powered by TextbookX, operates completely online and can be visited at Northern.TextbookX.com. Students visit the website to order online and have their textbooks shipped to them (digital course material access is emailed). Students are encouraged to order textbooks before the start of the term and deliver to their homes, but can also ship to campus if they have already returned for the term (pick up is located in Wolf Hall).



IS THERE A CAMPUS STORE?

Yes. The Wolf Shoppe sells branded merchandise like shirts, hats and other items. Please note, the Shoppe does not sell textbooks on campus anymore.

HOW DO I ORDER?

1. Visit the website and log in with your NSU email account to see a personalized page.
2. Select from the new, used, eBook, rental, and Marketplace options available.
3. Check out and complete your order in 5-10 minutes.

**Continuing education students who do not use an NSU email account can use the "Find your Course" drop-down menu to select and order their course materials.*



WHEN SHOULD I ORDER?

The earlier you place your order, the more chances you have to find the best deals. It is recommended that you order 2-3 weeks before the term begins. The bookstore offers a free economy shipping week with no minimum purchase three weeks before the term begins. After that, free economy shipping is available with a minimum purchase of \$49.

WHAT ARE THE BENEFITS?

- Select from new, used, ebook, and rental options.
- Find great deals on Marketplace items.
- Price match guarantee on new books.
- Free shipping offers on select orders (no minimum during the third week before classes begin. \$49 minimum after that). Marketplace items not included.
- A Customer Experience team that works year-round with 24/7 support at the beginning of every spring and fall term.
- Sell your books back on the website at any time of the year – you name the price!





WHAT IS THE MARKETPLACE?

The Marketplace is where students and book vendors across the nation buy and sell books at discounted prices. You can save an average of 60% off when you order a Marketplace book. Please note, Marketplace items do not qualify for free shipping.

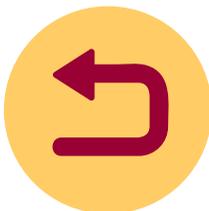


WHAT PAYMENT METHODS CAN I USE?

Check out with any major credit, debit, or prepaid credit card. Students may also use their PayPal, Google Pay, or Apple Pay account to check out.

HOW DOES SHIPPING & TRACKING WORK?

Various shipping methods and time frames are offered. Orders over \$49 qualify for free economy shipping (excluding Marketplace items). Use the Order ID number in your confirmation email to check delivery status. Not all Marketplace vendors offer tracking, but you can contact the seller through the website.



CAN I RETURN A BOOK?

New textbooks can be returned for a refund as long as it's within 30 days of the order or two weeks after the start of class. Ebooks can be returned within 14 days. Marketplace items are not returnable. Items ineligible for return are marked "not returnable" at checkout. If you miss the deadline to return or you ordered a book that is not returnable, you can always sell it on the Marketplace.

CAN I SELL MY BOOK BACK?

You can post textbooks for sale on the Marketplace and name your own selling price. Some textbooks come with a guaranteed buyback price. That means you can return it and receive that price at the end of the term, or you can choose to keep the book or sell it on the Marketplace at your own price – it's up to you. You'll receive payment either as a direct deposit to your bank account or as bookstore credit. Note that if you select to be paid with credit, you get an extra 5% back!



OTHER QUESTIONS?

Our Customer Experience Team works year-round with 24/7 support at the beginning of every spring and fall term. Visit Northern.TextbookX.com/Help.