

Nashua Community College Bookstore FAQs

Store hours:

Mon - Thu 9:00 am to 4:00 pm

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

- Reach out to the bookstore by email at 0971mgr@follett.com or by phone 603-880-7083 (during business hours), or
- Log a service request at <https://forms.office.com/r/6qJWRx0bz2>, or
- Contact Barry Brown at b.brown@follett.com or text 603-479-9797
- For Financial Aid Book Advance Questions please contact Nashua_Financial_Aid@ccsnh.edu

What are my shopping options?

- Shop with us in-store or online at www.nashuaccshop.com. Online shopping offers free in-store pickup for print materials and supplies. Digital materials are delivered almost immediately
 - **Best Practice: Use your name#@students.ccsnh.edu email address for all your school interactions, especially purchasing and registering digital course materials.**
- We will price match Amazon and Barnes & Noble (but not their third-party marketplaces)

How do I know what course materials I need?

- Your instructor's directions on Canvas will always be your best source of information
- Follow the "View Textbook Information" link in the College's SIS schedule: https://sis.ccsnh.edu/ssb8/bwckgens.p_proc_term_date
 - Click on the NCC Bookstore logo in the upper left to go to the online bookstore
- Go to www.nashuaccshop.com and enter your Student ID# to generate a personalized list
 - Read the Section Notes before trying to purchase your course materials

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What options do I have for course materials?

Course materials may be available in print or digital. Print materials may be available new or used, for purchase or for rent. Digital materials may be permanent or they may expire after a time. Each title is different.

Which methods of payments are accepted at the bookstore?

Customers can pay using a credit card (MC, V, Amex, D), PayPal, Apple Pay, Google Pay, Samsung Pay, Follett Gift Cards, or Financial Aid-Book Vouchers. We do not accept checks

Are shipping fees and digital delivery fees covered by my NCC book advance?

Regular shipping charges and digital fees are covered

What is the bookstore's return policy?

Textbooks/Course Materials:

- Full refunds are given for course materials—in original condition--returned or postmarked before the end of each term's Add/Drop period. (Partial refunds are sometimes given for opened items)
- Course Materials purchased after Add/Drop must be returned within 7 business days for a full refund
- Course Materials purchased during the last week of classes or final exams are not refundable.
- Digital delivery fees are non-refundable

Other Merchandise:

- Merchandise that is unopened and in original condition can be returned within 30 days of purchase
- *Gift Cards are non-refundable

How does textbook rental work?

- During checkout, in store or online, you'll be asked if you want to rent any eligible titles. If you do not already have an account, you will be asked to create one and to give us a credit card as collateral (M,V, Amex) and sign the rental agreement
- Rental books can be used as if you own them—write in them, highlight them, bookmark them. If you do not get them wet, and do not lose any pages, we will take them back.

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- Return your rented books by the due date marked on your receipt
- Students will be charged the cost of replacing non-returned books along with a service fee

What if I lose a rented book or if I want to keep it?

- Rental books can be purchased before the due date for the difference between the rental price you paid, and the original purchase price

What can I buy with my Financial Aid at the NCC Bookstore besides course materials?

- Any customary or required school supplies (pens, pencils, paper, desk accessories, lab coats, safety glasses, backpacks)
- One tablet or laptop
- No clothing, gifts, food, or other non-course related items

Glossary:

Here are some helpful definitions:

- **eBooks**
 - **eBooks** are digital versions of textbooks. Most of our digital eBooks are delivered on our <https://brytewave.redshelf.com/> platform.
 - Brytewave allows students to search, annotate, highlight, create notecards, quote with a choice of citation styles, and may allow printing (based on the publisher's terms)
- **Courseware—educational software**
 - **Courseware** is educational software that includes learning and *assessment* activities and access to an eBook. Because courseware includes tests and quizzes, students cannot substitute a print text or eBook for courseware.
 - **Courseware** includes products such as Connect, MyLab, MindTap, Achieve, Waymaker, WileyPlus.
- **OER—Open Educational Resources**

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- **OER** materials are available free online. Your instructor will provide information on how to access your OER materials
- **Required, Choice, Recommended, Suggested**
 - **Required** materials are items your instructor will expect each student to have
 - Required titles may be available in print or digital, they may be rentable or purchase only
 - **'Choice'** means you may have options for your **required** materials
 - A typical choice situation may be between a print book bundled with an access code and a digital version with an access code and an eBook
 - **Recommended** materials are optional
 - A typical recommended title might be the print version of a text in a class that requires **courseware**
 - **Suggested** materials are optional
 - If a loose-leaf (unbound) version of a text is required, the Bookstore might suggest a bound copy of the same title to give students more options.
- **Follett Access or Inclusive Access**
 - Materials marked "Follett Access" are digital course materials that are included in the registration fees for your course and are delivered electronically through email or through Canvas
 - Follett Access has its own FAQ page here:
<https://nashuacc.edu/current-students/campus-resources/follett-access-program/>