



# BOOKSTORE FACTS

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## **Is the Bookstore open?**

No, the store is not open to the public. All business is being conducted online at [Onlinestore.WLAC.edu](http://Onlinestore.WLAC.edu)

## **TO PLACE YOUR ORDER...**

### **How do I order my books?**

Place your order at [Onlinestore.WLAC.edu](http://Onlinestore.WLAC.edu)

## **PAYING FOR BOOKS, VOUCHERS & REFUNDS**

### **I have a book voucher, but don't have a credit card. Can I still order online?**

YES! Our website is now set up to take vouchers. Make sure you have your correct ID number when ordering. However, a credit card is needed for all rentals.

### **I have a voucher. Do I need to purchase my books in person?**

No. Our website is now set up to take vouchers. Make sure you have your correct ID number when ordering.

### **I paid with a credit card but received my EOP&S voucher, am I able to get a refund?**

No, we cannot refund and recharge.

### **Can I get a refund for my book? It's still sealed.**

No, refunds are not being accepted at this time.

## **I placed an order and the funds were not deducted from my credit card. Did I do it wrong?**

NO! Our system is manual because we confirm stock prior to charging you for anything! Until we have the order and merchandise in hand, we will not charge your account.

## **TO RECEIVE YOUR BOOKS**

### **How will I know when my order is ready?**

You will receive an email that says your order has been processed!

### **When will I receive my shipment?**

So long as you have given us your CORRECT email address, you will receive a tracking number from FEDEX.

### **Why didn't I receive a tracking number?**

Our process is not automated. There are humans hard at work to get your packages to you as quickly as possible! Most orders take 2-3 business days, sometimes less. If you truly need a tracking number you can always call or email us.

### **Can I pick up my order in-person?**

No, the store is not open to the public.

### **Do I have to pay shipping cost?**

Yes, everyone must pay shipping.

### **Is there any way the shipping cost can be waived?**

No, everyone must pay shipping.

## **OTHER**

### **What does "backordered" mean? (I'm not kidding!)**

It means the item noted on the email is not available and it will be shipped out once it becomes available. It also means it has not been charged to your account.

### **I ordered a Digital Content (DC)/E-book/Access Code but did not receive an email, how can I access my book?**

Digital Content (DC)/E-books/Access Codes are coming from Redshelf.com. Check your junk or spam folder. If you still don't see it call us during business hours with your order number and we will look it up.