

Bookstore FAQ

Where is the Bookstore located?

The Bookstore is located at the Eau Claire Clairemont Campus Business Education Center, 620 West Clairemont Avenue, Eau Claire, WI, 54701, in Room ECB006.

When is the Bookstore open?

Monday through Thursday: 7:30 a.m. to 7:00 p.m.
Friday: 7:30 a.m. to 4 p.m.

How can I contact the Bookstore?

Phone: 715-833-6240 or 800-547-2882 (ext 6240)
Online: www.efollett.com

Do students purchase books or rent them at CVTC?

CVTC students have always purchased their books. Why?

- Because we are a **technical** college, our curriculum changes rapidly to keep up with business and industry. This means that texts must be updated frequently.
- In a number of cases, students need to keep their texts for reference as they enter the job market.
- Four-year colleges and universities sometimes have rental text services. Do not conclude that there is no charge for such a service—the charge is simply part of the higher tuition these colleges charge.
- Beginning a rental text service requires an enormous upfront cost. A college the size of CVTC would need to stock upwards of one million texts to run such an enterprise. Where would that money come from?

How do CVTC students get their texts?

The Bookstore is located at the Business Education Center at 620 West Clairemont Avenue, Eau Claire. Students can come to this location to purchase texts or can buy them online at www.efollett.com.

Can I return my books if I drop a class or withdraw from college—or if I picked up the wrong text?

The Bookstore will refund or exchange your purchase with a receipt up to one week after the first day of class. You **MUST** present your receipt to be eligible for a refund or exchange.

If a student purchases a book any time after the start of classes, and the allotted return time has passed, the student has two days from the date of purchase for a full refund; the student must present a receipt.

If a student returns a book after the allotted time, it will be considered a buyback.

Will the Bookstore buy back used texts?

Yes, the Bookstore buys back used texts so long as they are in good condition. If texts are torn, heavily highlighted, stained, dirty, or otherwise damaged, the Bookstore will not buy them back as no student is likely to buy such a text—even as a reduced-price used book!

When will the Bookstore buy back used texts?

The Bookstore usually buys back used books during the last week of the term.

I paid a lot of money for my books. Why doesn't the Bookstore give me more for them?

Students may be unhappy with the amount of money they receive for their used books. The value of a used book depends upon whether that text is being used again by the instructors or discontinued and whether it is in good physical condition. If the text **is** being used again, the student may get **up to half the value of the book**. Obviously the Bookstore cannot return the full price as the book **is** used, and the Bookstore accrues normal operating costs (wages, insurance, heating, taxes, security, shelving, cleaning, etc.) as it checks in, shelves, stores, and resells texts. When all is said and done, the Bookstore has a fairly small profit margin (about 4.1 cents on the dollar) and does not "make big money" on textbook resale.

If the text is being discontinued at CVTC, the Bookstore tries to find a wholesale book company that will buy that text. The amount the student receives in this case is much less than half the value of the text. The wholesaler must pay shipping and other business costs associated with re-selling that text and, therefore, offers less for that text.

If no buyer can be found for your text, the Bookstore offers a donation box. Follett donates books to Bridge to Asia.

Five Tips for Saving Money on Textbooks

1. Go to class first and make sure your instructor will use the textbooks on the syllabus. Sometimes instructors change their minds after telling the Bookstore to order the books.
2. Be sure you understand the Bookstore's return policy before you buy, especially the deadline for refunds.
3. Save your sales receipt. You will need it to return materials for a refund.
4. Keep your books in pristine condition until you are sure you will be using them. You cannot get a full refund for a book that has been marked up or shows wear; or for an opened shrinkwrap package—even if you drop the class.
5. When available, buy used books. Shop early. Only limited quantities are available, and they go quickly.