

Student Guide to Using the Online Bookstore



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The New Rowan-Cabarrus Online Bookstore

rccc.textbookx.com

Bookstore benefits for students:

- Students can log in and see a personalized page showing only the courses they registered for and their corresponding course materials.
- Students can select from a variety of textbook formats including new, used, eBook, and rental.
- The online bookstore offers an integrated peer-to-peer marketplace, where students can save an average of 60% off list price.
- Price Match Guarantee on new books
- Students have free delivery options for select orders over \$49 (not including Marketplace items).
- The bookstore provides year-round online buyback, where students can name their own price.
- Apply your approved financial aid funds to your order.

COURSE

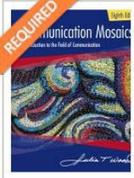
Juniata College home > FALL 2017 > Communication

CM-130 01 — INTR.HUMAN COMMUNICATION

Lynn Cockett COURSE NOTE:
Any edition of the book is okay

1 Item Save \$73.70 [Add All to Cart](#)

Communication Mosaics : An Introduction to the Field of Communication (Ed. 8)
by Wood



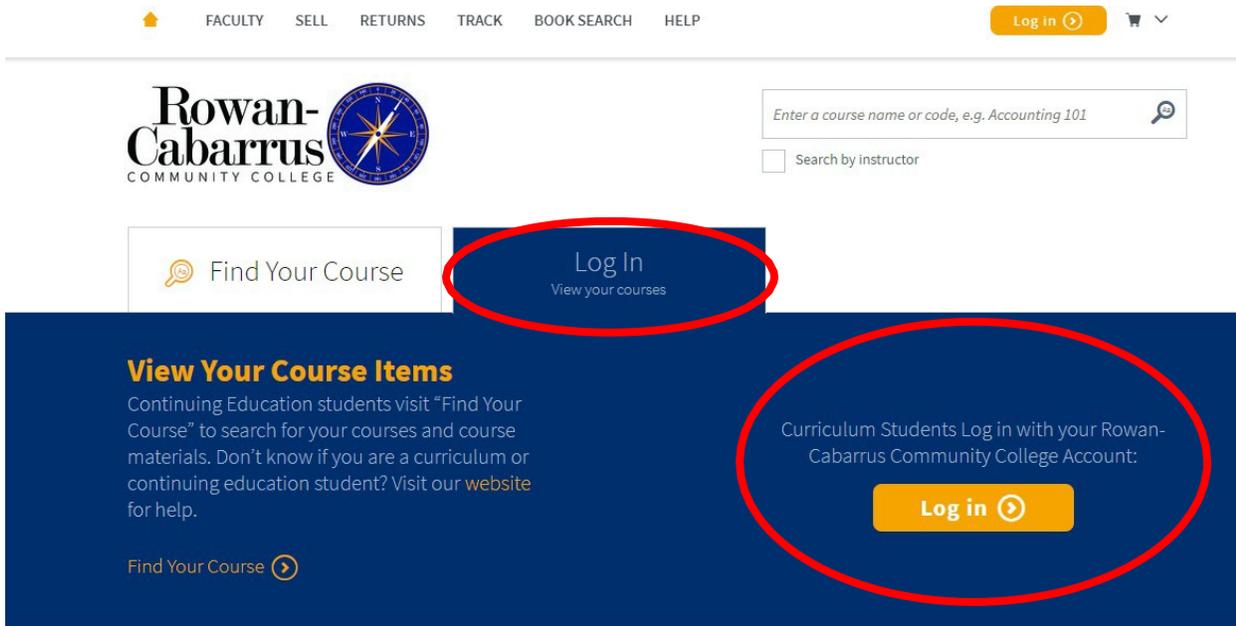
<input type="radio"/> New	\$199.95
<input checked="" type="radio"/> Used	\$126.25
	Save 37%
	Free Shipping
	Add to Cart
<input type="radio"/> Marketplace	\$115.10
	12+ other sellers
<input type="radio"/> Rent	
<input type="radio"/> eBook	\$43.11

Login and Navigation

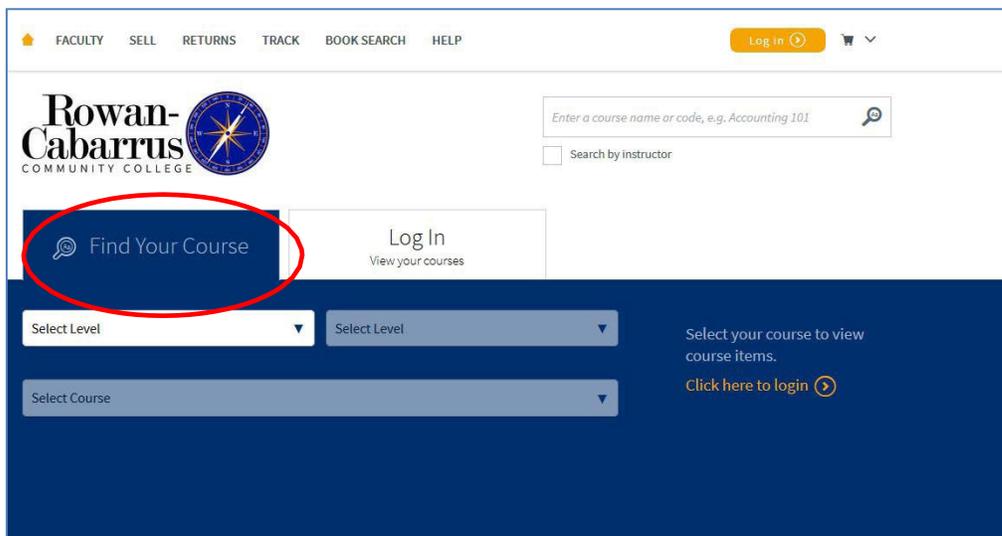
To order your course materials through the official Rowan-Cabarrus Online Bookstore, powered by TextbookX, follow the instructions below.

1. Visit the website at **rccc.textbookx.com**.
2. Login instructions for **Curriculum students**: Confirm that you are on the 'Log in' tab and then select the "Log in" button and enter your **RCCC username and password**.

*Continuing Education students use a different process to login and order.



Note: If you experience problems logging in, or if you are not registered for courses, but want to see what course materials are assigned, you can search for courses and assigned course materials using the drop down "Find Your Course" menu.



Ordering Course Materials

1. Once logged in, review your **MyCourses Page** – this page will include all required course materials for the courses that you are registered for.

MY COURSES

Buying Options for 3 Courses (3 Items)

Recommended Cheapest Free Shipping

New Used Ebook Rent Marketplace

TOTAL
\$276.50
Save \$327.97

COURSE
Medgar Evers home > Biology
BIO 150 — ANATOMY
Carl Andrews COURSE NOTE:
Please bring in an article about one of the human systems you would like to discuss in the first week of class.

1 Item Save \$137.71 [Add All to Cart](#)

2. Select your materials – choose from the new, used, eBook, rental and Marketplace options available for each book.
 - ✓ New & used books qualify for free economy shipping if your order exceeds \$49.
 - ✓ Marketplace books ship directly from the third-party seller. Marketplace books have a different return policy and do not qualify for free shipping.
 - ✓ There is no shipping charge for eBooks. The cost of the eBook is not counted toward your \$49 minimum purchase for free economy shipping.
 - ✓ If you order a rental, the shipping charges will be calculated during checkout.
3. Once you select the book format you want to order, select the **“Add to Cart”** button.

COURSE
City College of New York home > 2017 Summer Term > Physics
PHYS 20300 1XA — GENERAL
Zinoviy Akkerman COURSE NOTE:
For more information please see attached syllabus.

2 Items Save \$86.64 [Add All to Cart](#)

Physics (Looseleaf) (Ed. 10)
by David Young

New \$182.95
 Used \$128.86
Save 30%
Free Shipping
Add to Cart

Marketplace \$136.93
5+ other sellers including Amazon.com

eBook \$93.33

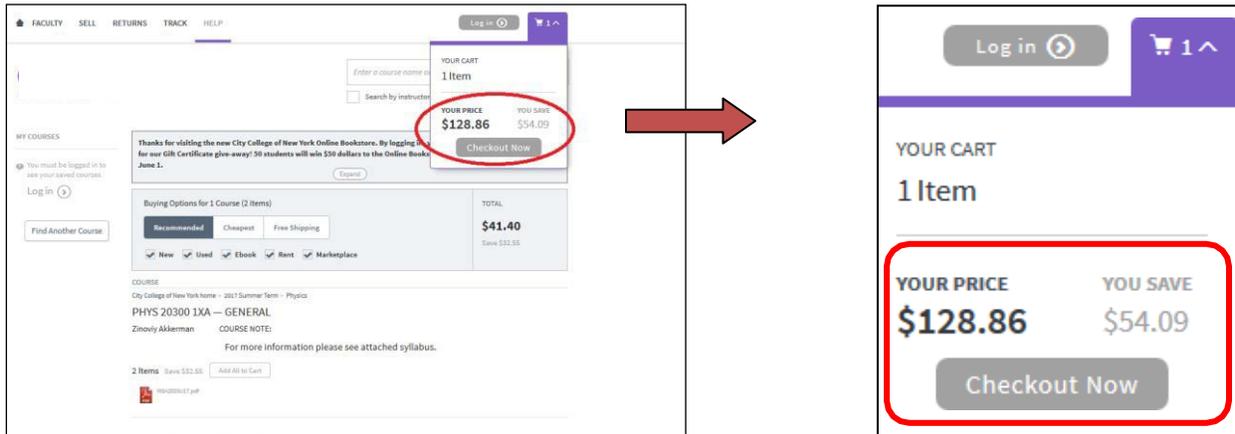
Student Study Guide to Accompany Physics, 10th Edition (Ed. 10)
by Cutnell, John D., Johnson, Kenneth W., Marx, David

New \$73.95
 eBook \$41.40
Save 44%
Provided by VitalSource

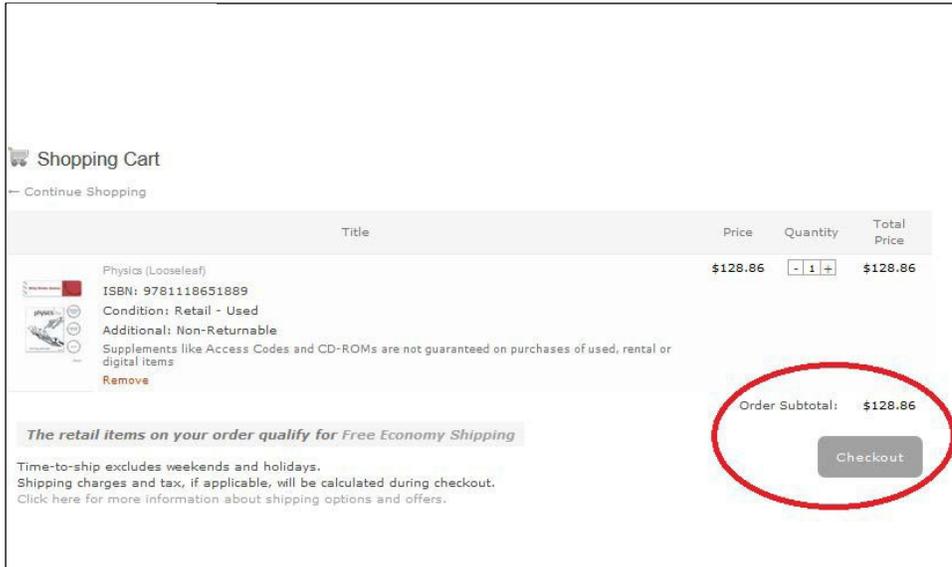
- License: 90 days for \$41.40
- License: 120 days for \$44.16
- License: 180 days for \$49.68
- License: 365 days for \$55.20

Add to Cart

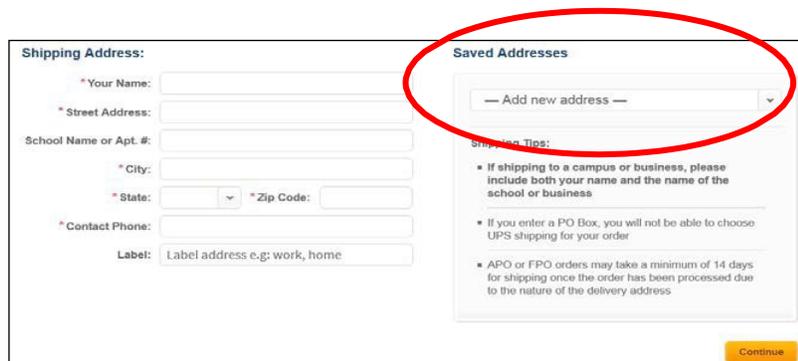
After selecting all of the course materials you intend to order, select the shopping cart icon at the top right of the webpage and then select the **“Checkout Now”** button to begin the checkout process.



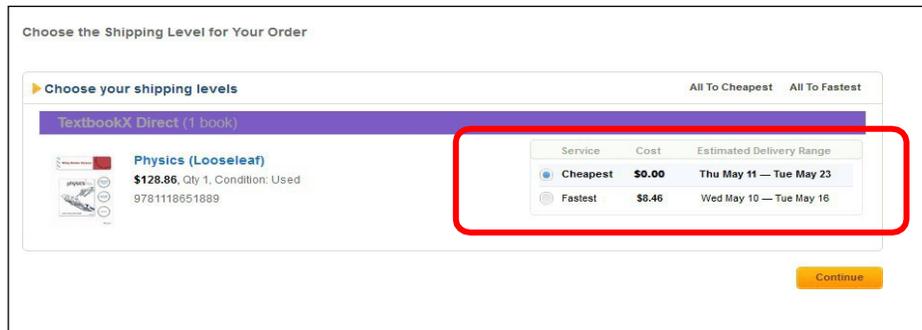
4. Review all of the items in your cart, and then select “Checkout”.



Confirm your shipping address. The address field is prepopulated with the home address your school has on file, but can be changed if you want to deliver to another location. If you want to deliver to campus, use the drop down menu in “Saved Addresses” to select the prepopulated campus shipping address.



5. Choose your shipping option and then select “Continue.”



6. Enter your payment information and billing address.

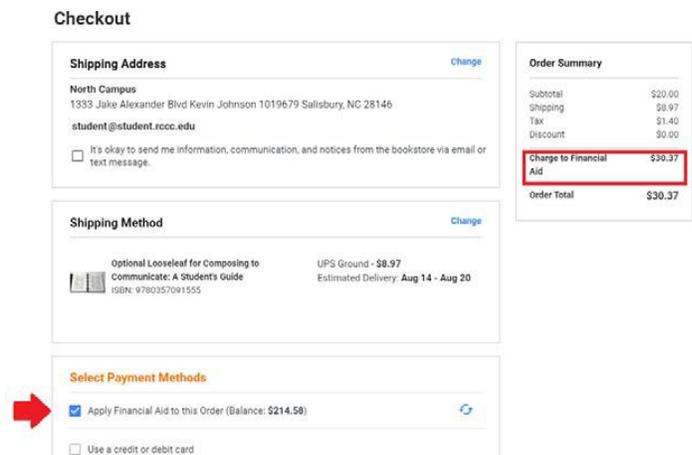
- You may use debit card, credit card, school voucher or gift code, or financial aid.
- If you have an amount due after using a school voucher, gift code or financial aid, you can enter a credit card to cover the balance.
- If you are renting a textbook, you will need to enter a credit card for the system to keep on file. The card will not be charged unless you do not return the textbook.
- If you are using financial aid:
 - a. Throughout the site, you will be able to view your Financial Aid amount directly from the site’s header. Located next to your name on top of the site page, this will make it easier for you to know how much you have left in your Financial Aid balance throughout your shopping experience.



During checkout, you will be able to select their Financial Aid balance as a method of payment, which will also display your current remaining Financial Aid balance. If you use both your Financial Aid and a Debit/Credit card during checkout, your Order Summary will also display how much is being charge to each corresponding payment of method.

7. After completing all the payment information select “Submit Order” and an order confirmation email will be sent to your student email address.

For further help, contact customer service:
help@textbookx.com or 1-888-862-6829.



Out of Stock and Backorders

Gateways to Art: Understanding the Arts



At times, you may receive a question from a student regarding “out-of-stock” notices in the Bookstore portal. The message would state “**More on the way, ships when available**”. The student may place the book into the cart and complete the order; the book will ship when it is available from the publisher (if it is a drop-ship from publishers such as Pearson, Cengage, and McGraw-Hill), or through the Bookstore’s warehouse.

The Marketplace

We believe every student has the right to affordable textbooks, and the Marketplace helps you find your course materials at a significant savings. The TextbookX Marketplace is a network of trusted, third-party sellers nationwide. The Marketplace offers you access to a broad inventory of high-quality, low-cost books. Not only can you purchase books at a lower cost, you can also sell your book back at any time through the Marketplace, decreasing the overall cost of ownership even further. Best of all, you can use your financial aid to purchase low cost books through the TextbookX Marketplace.

The TextbookX Marketplace allows you to:

- Shop for hundreds of thousands of new and used books!
- Save up to 95% off list price!
- Sell your books back at any time of year – you name the price!
- Apply financial aid book vouchers (when applicable) to all purchases, including books from the Marketplace!

Please note that when you order a book from the Marketplace, it comes directly from the third-party seller; books do NOT come from a TextbookX warehouse and therefore do not qualify for most free-shipping offers.

Renting with TextbookX

What's this all about?

You asked for it — you got it! In order to drastically cut prices for students even more than before, we offer rental options on a huge number of book titles. Rental books can be selected along with any other combination of products on our site, in a single transaction. The main difference is that you will have to send the rental back at the end of the term. Don't worry — we make it easy.

How do I return my books?

When you order a rental from us, you will receive an email containing instructions on how to access your pre-paid return label. You can do this at any time by logging into your online account, viewing your "Purchases" section, and selecting the order in question. You can print this label right away if you want. Don't think you can hold on to a label that long? No worries. If you lose this label you can always print another one.

What will I receive?

You can be confident when you rent textbooks from us, your books will be correct according to your order, and will be in excellent shape. Your rentals will never be an international edition or a reprint, and only the best condition used copies will be shipped. On occasion, if the only book available is a US teacher's edition, and if it is determined to be the same as the student edition page for page, and word for word, it may be sent (this is very rare).

Because our rental books come from numerous sources, your order may not contain information about the rental return process in the box with the book. Your online account will always contain the pertinent and up- to-date information.

Important Note: Supplemental materials, such as student access codes, CD ROMs, or workbooks are not guaranteed to come with your books even if the title of the book contains language regarding CD ROMs or other forms of supplements.

How long can I keep my rental?

We try to offer rental periods that match your school's term. However, sometimes our rental terms won't match exactly what you need. Please pay close attention to rental return dates prior to making your selection, so you don't end up with a rental that must be returned before you're done with it.

What if I change my mind, and want to keep my book instead of returning it?

You have the option to purchase your book at any time during the rental period. Log into your bookstore account and view the order detail section to do this. You will be charged the buyout price.

What happens if I'm late returning the book?

If you fail to send the book back after the rental period (and an additional grace period to cover transit times) ends, we will charge your saved credit card the buyout price, which is the book's replacement cost less what you paid initially for the rental.

We don't want to do this! Please contact our Help Desk and contact our customer team if you are having problems with your return.

What about the fine print? [We're glad you asked.](#)

Shipping

When are orders shipped?

All orders are processed and shipped during normal business hours Monday-Friday, from 9 a.m. to 5 p.m., excluding holidays. Estimated ship times are listed below.

Order Date	Ships in 1-2 business Days	Ships in 2-5 business days
Monday	Tuesday or Wednesday	Wednesday through Friday
Wednesday	Thursday or Friday	Friday through the following Wednesday
Friday - Sunday	Monday or Tuesday	Following Tuesday through Friday

What are the shipping charges, methods, and delivery times?

We offer multiple shipping options so you can choose the one that best suits your needs. To calculate the total time until your order is delivered, please add the time-to-ship found alongside each book's listing to the transit-time assigned to your selected service level. Keep the following equation in mind:

$$\text{TIME-TO-SHIP} + \text{TRANSIT-TIME} = \text{TOTAL DELIVERY TIME}$$

Example: You order a book that is available to ship in 1-2 business days (appears as "usually ships in business days") and choose "UPS Ground Shipping" (2-5 days). You can expect to receive your books 3-7 business days after your order is submitted.

Shipping Rates for Retail Orders

Service Level	Shipping Charge	Estimated Transit Time*	Qualifications
USPS Economy FREE for retail orders over \$49!	\$3.97 + \$1.99 per book	3 - 10 Business Days	Available only in the lower 48 contiguous states
Standard Ground** (UPS or USPS)	\$6.97 + \$2.00 per book	2 - 5 Business Days	Signature may be required
UPS 2nd Day Air**	\$9.97 + \$4.99 per book	2 Business Days (Delivered before the end of the second day after shipment)	Signature required
UPS Next Day Air**	\$14.97 + \$13.99 per book	1 Business Day (Delivered before 3pm on the day after shipment)	Signature required

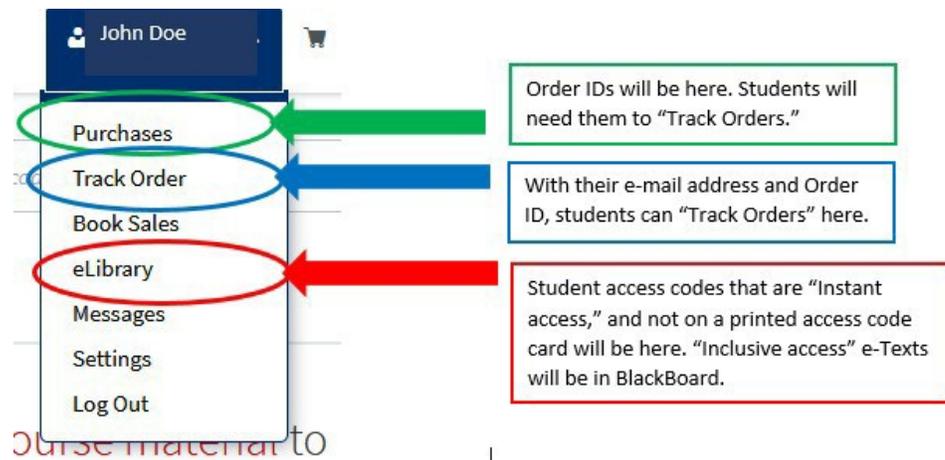
Shipping Rates for Marketplace Orders

Service Level	Shipping Charge	Estimated Transit Time*	Qualifications
Economy Shipping (USPS Media Mail)	\$5.96 per item	3 - 10 Business Days	All marketplace items
Standard Shipping (USPS Priority or UPS Ground)	\$8.99 per item	2 - 5 Business Days	All marketplace items

Depending on your shipping state, shipping rates may be increased to cover state or local taxes. Rental shipping charges depend upon whether the book is a retail book or a marketplace book. The above charges, as well as the free shipping option, apply. However, return shipping for rental books is free.

**Supplemental materials, such as student access codes, CD ROMs, or workbooks are not guaranteed to come with your eBook or Used book purchase (including marketplace books or rental orders), even if the title of the book contains language regarding CD ROMs or other forms of supplements. Although we do our very best to find books that include all their supplements, many such materials are one-time use only and are not available through our suppliers in used condition. Be sure before you order that you either have access to these supplements or that you don't actually need them for your class.*

Viewing and Tracking Orders



From within the portal, you can view your orders by selecting the *Purchases* button. Your Orders IDs will be listed here.

- If you have purchased instant access codes, select on the *eLibrary* button to obtain the codes.
- To track an order, select the Track order button. You can enter the Order ID and the email address you used when checking out or you may enter your Order ID along with the full name and 5-digit zip code that you entered as your ship-to address.

Note: Not all Marketplace vendors offer tracking, but you can contact the seller through the website. For more options and information, you can also view your order from your account.

You can also track an order without logging into the portal:

- Go to <https://rccc.textbookx.com> and select the track tab.

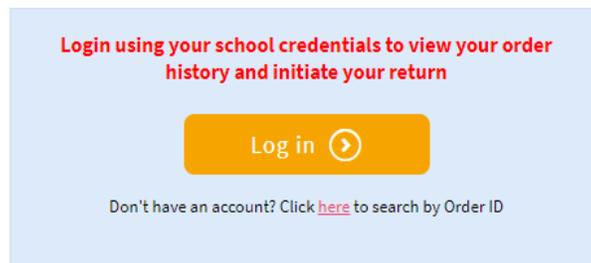


- You can enter the Order ID and the email address you used when checking out or you may enter your Order ID along with the full name and 5-digit zip code that you entered as your ship- to address.

Selling, Returns and Buyback Events

Returns Made Easy

Our goal is to minimize your textbook costs and provide you with the best online shopping experience possible. That's why our return process is easy and straightforward.



Specifics:

- Books or audiovisual media must be returned in their original condition; items ordered as "new" must be returned with no markings or other damage. Any software media that may be included in the book must also be intact. Movies and games may not be returned once the shrink-wrap or packaging seal is broken, unless the product is found to be defective.
- The shipping fee paid by the customer at the time of purchase will be refunded only if the return is due to our error (i.e., we sent you damaged items or the wrong items).
- We will notify you via email of your refund once we have received and processed the returned item. Your refund will be in the same form of payment originally used for purchase. This process usually takes about 10-14 business days.

**Certain items are sold as non-refundable items for a variety of reasons. We are unable to offer refunds on such items. You will be made aware of the non-returnable status of such an item at the time of purchase.*

Standard Return Policy

Purchased items can be returned to us for a full refund in the amount of the merchandise price paid, provided the following conditions are met:

1. Item was not purchased on our marketplace.
2. Item returned within 60 days of your order confirmation.
3. Item was not sold as "Non-returnable".
4. If the item is "consumable", for example a one-time-use access code, it has not been opened or used.
5. Item was not sold as a rental.
6. Bundles must not be opened.
7. If the item is not a replacement.
8. Anything sent to us that is not in a refundable condition, will not be sent back to you. Please verify your items meet the above conditions before sending.

Marketplace Return Policy

1. Marketplace returns are at the discretion of the seller.
2. In order to request a return, simply use this form and you will see an option to message the seller of your item to request the return.

For Rented Books Being Returned

(Rental returns are not eligible for a refund)

By the last day of your rental period, you must either buyout your rental or mail your rental book back. To mail the book back:

1. Log in and go to your Purchases page, then select the Rental Control Panel link for your rental book you want to return. Here you will find option to print your shipping label.
2. Print your FREE shipping label.
3. Put all of your rental books in one box, tape the box shut and then tape the shipping label onto the outside of the box. If you rented more than one book, you can still put all of the books in one box.
4. Drop off the box at a shipping location by the last day of your rental period and THAT'S IT!

EBook Refund Policy

Most eBooks are refundable under certain circumstances:

1. You purchased your subscription to this eBook no more than 2 weeks ago.
2. You have not viewed or printed any more than 10% of the text.

Pearson E-Books are non-refundable once they have been redeemed.

Become a Marketplace Seller

How to sell on the TextbookX Marketplace:

1. Become a member or log in to your account. Please note, you'll need to provide us with your name, address, and accurate bank account information so that payment can be made. Our full privacy policy can be found below.
2. Enter the ISBN of the book that you would like to sell into the search field. Alternatively, you can search for the product using our search box, then select "Sell your book" on the product detail page.
3. Confirm the item's listing information (title, author, binding, etc.)
4. Rate the item according to its condition.
5. Assign a price to your item.
6. Upload your listing so it can be seen by TextbookX customers.

1. Enter the 10- or 13-digit ISBN code of the book(s) you want to sell



2. Select the condition and price for your book. If an instant offer appears, you can choose to accept or ignore it.



3. Mail your book and get paid!



Once the item is sold, you will receive an email including details of the sale and a printable mailing label. Be sure to attach the shipping label to your package in accordance to our Packaging Guidelines. Automated payments, including a shipping credit, will be made to your account after the package is received.

On-Campus Buy Back Events

Buy-back events are hosted at the conclusion of each semester on North and South Campuses. The items eligible for buy-back include:

- New/Old Student Editions
- New, Unscratched Access Codes
- Loose-leaf Editions
- Books with writing and highlighting
- Books from other schools/semesters
- Instructor Editions

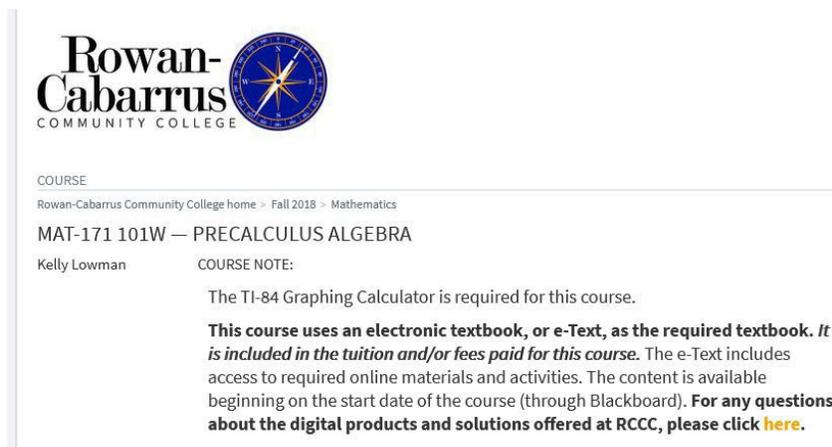
Students are notified via email and flyers posted around campus.

Additional Information for Students

Inclusive Access E-Texts versus E-Texts Purchased via the Online Bookstore

Inclusive Access

If a student is in an “Inclusive Access” course at RCCC, the cost of the e-Text has already been charged to the student with tuition and course fees. That student does not need to pay for the text separately. For each course for which this is the case, students will see this in the Course Note on the bookstore website:



Rowan-Cabarrus
COMMUNITY COLLEGE

COURSE
Rowan-Cabarrus Community College home > Fall 2018 > Mathematics

MAT-171 101W — PRECALCULUS ALGEBRA

Kelly Lowman COURSE NOTE:

The TI-84 Graphing Calculator is required for this course.

This course uses an electronic textbook, or e-Text, as the required textbook. It is included in the tuition and/or fees paid for this course. The e-Text includes access to required online materials and activities. The content is available beginning on the start date of the course (through Blackboard). **For any questions about the digital products and solutions offered at RCCC, please click [here](#).**

This e-Text needs no registration and is already in the student’s Blackboard course site.

Note: There may be additional materials, such as loose-leaf versions of the text available for purchase through the online bookstore.

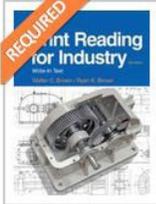
E-Texts Purchased via the Online Bookstore

For e-Texts that are an option for students to purchase through the Online Bookstore, students will gain access to that access code in one of two ways:

1. If a student purchases the “Instant Delivery! Provided by VitalSource (or RedShelf),” he or she is getting that eBook access code sent to him or her in his or her email, AND it will appear in the student’s eLibrary (as noted, in the “Viewing and Tracking Orders” section of this guide).

Print Reading for Industry : Write-In Text (Ed. 10)

by Brown, Walter C., Brown, Ryan K.



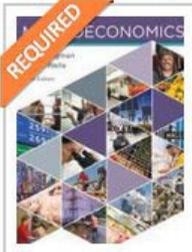
<input type="radio"/> New	\$99.96
<input type="radio"/> Used	\$99.15
<input type="radio"/> Rent	\$58.32
<input checked="" type="radio"/> eBook	\$60.34
Instant Delivery! Save 40%	
Provided by VitalSource	
<input type="radio"/> License: 180 days for	\$60.34
<input type="radio"/> License: 365 days for	\$90.52
Add to Cart	

2. If a student purchases a “PAC (which means Print Access Card)” that indicates a length of access time, or a package that has a book, “Ala carte,” or “Loose Leaf,” version of a Text with an e-Text included, he or she is going to get that e-Text access code within the card that is packaged with the print book. If a student orders a PAC by itself, that code will be shipped to him or her. The printed access code card will have the code (e.g., AGHD-HYGRE-NFHTY- MJGRE) printed on it, with instructions for registering that code at the publisher’s website.

Students will access that e-Text through the publisher’s website that is provided. Students are encouraged to “bookmark” or save those websites so that they can read the e-Texts and complete homework in these websites.

LaunchPad (Six-Month Access) for Macroeconomics (Ed. 5th)

by Krugman, Paul; Wells, Robin



<input checked="" type="radio"/> New	\$91.80
Free Shipping	
Add to Cart	

Publisher Access Tech Help



Includes **MindTap, WebAssign, Aplia, CengageNow, iLrn, OpenNow, SAM**

The best resolution is always the following for the student:

- a. Create a case id by going to www.cengage.com/support
- b. Calling our US based tech support with the case id and get resolution at 800-354-9706



Includes **LaunchPad, LearningCurve**

The best resolution is always the following for the student:

- Visit <https://macmillan.force.com/macmillanlearning/s/contactsupport> and fill out form.



Includes **Connect, ALEKS, SIMnet**

The best resolution is always the following for the student:

Visit: <https://mhedu.force.com/CXG/s/> and search the category of the issue.

1. There is email, live chat, and phone support at <https://mhedu.force.com/CXG/s/ContactUs>
2. Call McGraw-Hill Tech Support at 800-331-5094



Includes **MyLab, Mastering, REVEL**

The best resolution is always the following for the student:

Visit: <https://support.pearson.com/getsupport/s/> for common questions.

1. Fill out a tech support questionnaire at <https://support.pearson.com/getsupport/s/contactsupport>. A “Virtual Assistant”/Chat will appear as you fill out form.
2. Filling out this form will provide you a case number and a telephone number to call.

Price Match Guarantee

If you find a lower price for a new book within **7 days** of purchase from our online bookstore, we'll refund you the difference.

Before submitting your claim, please be sure your item meets the following conditions:

- We price match national online retail sites (e.g. Amazon, B&N.com) and local brick and mortar competitors (e.g. Shakespeare & Company).
- Price match excludes peer-to-peer marketplaces (“other sellers on Amazon” or “fulfilled by Amazon”, and the “B&N Marketplace”).
- Price match excludes rental orders, even if you choose to buy-out your rental during your rental term or are charged a buyout penalty.
- To be eligible for price match, the book must be listed on the bookstore site for your enrolled courses.
- We will match the book or bundle price by exact ISBN, in new condition and in the same format.
- The price match will only be honored if the book is in stock on a competitor’s website at the time of your purchase from the bookstore.
- Price match differences will be remitted in bookstore credit to be used within 12 months. Books that receive a price match credit cannot be returned.
- Limit one price match per title per customer.

This policy is subject to periodic change by the bookstore, and to binding interpretation by the bookstore.

FAQs

What type of student are you?

Continuing education applies to short-term, often a single class enrollment, that leads to a job credential or certificate. Also included are short-term classes, which allow you to maintain a license. **Curriculum** applies to a series of classes taken in multiple terms to earn a diploma or degree.

When should I order my books?

The bookstore is always open, but the earlier you place your order, the more chances you have to find the best deals. It's recommended that you order at least 2-3 weeks before the term begins.

How do I order my books?

1. Visit the website (rccc.textbookx.com) and login with your Rowan-Cabarrus User ID. Your registered courses and the course materials assigned to them will appear all in one page.
2. Select from the new, used, eBook, and rental options.
3. Follow the on-screen prompts to check out.

For further assistance, check out this ['How To' video](#) or ['How To' document](#).

Can I ship my books to campus?

Yes, you can ship your books to your home or to North or South Campus. You'll pick them up at the Navigation Station.

Where can I buy Rowan-Cabarrus merchandise?

You can buy merchandise like t-shirts and hats as well as school supplies at the Rowan-Cabarrus Spirit Store.

How can I track my order?

Use the Order ID number in your confirmation email to check the delivery status. Not all Marketplace vendors offer tracking, but you can contact the seller through the website.

How can I return my books?

Most orders can be returned for a full refund as long as it's within 30 days of the order, is not a Marketplace item, sold as 'non-returnable,' or has a one-time-use access code.

How can I sell my books?

You can sell books on the website at any time, you name the price. There are no upcoming events at this time.

Other Questions?

Additional FAQs can be found at: https://rccc.textbookx.com/service/help_desk.php