

ORDERING TEXTBOOKS

NON-LETHBRIDGE CAMPUS STUDENTS

(Those who are unable to physically walk into the university's on-campus Bookstore in Lethbridge to purchase their course materials in-person)

- Step 1:** Visit bookstore.uleth.ca > "Course Materials" tab > "Buy / Rent"
- Step 2:** From the dropdown boxes, select the appropriate term, department abbreviation (e.g. MGT, ECON, HLSC, PUBH, STAT, WRIT etc.), course number, and section letter as per your "Student Detail Schedule" on the Bridge (bridge.uleth.ca > "Student" tab > Registration > Student Detail Schedule > Select appropriate term from drop down box). Upon choosing the appropriate class section, the website will automatically create a record of your course under the "Current Course List" pane.
- **Calgary-instructed courses:** section code denoted with a "**leading-Y**" (e.g. Y, YA, YB, etc.)
 - **Lethbridge-instructed courses:** section code denoted with "**any other leading letter**" (e.g. A, B, N etc.)
 - **Repeat this step for all remaining classes that you are registered in for the semester.**
- Step 3:** "Compare Prices on these Course Materials" > "Begin Price Comparison".
- Step 4:** Click on the appropriate "Add to Cart" button for the version/format of the textbook(s) that you would like to buy.
- Catalogued titles will have some combination (but not necessarily all) of the following formats available for purchase: new/mint, used, new or used rental, and e-book; each format will be priced accordingly.
 - The price compare system will allow you to visually compare the current retail costs of your precise book between the uLethbridge Bookstore, Amazon, and AbeBooks before making your selections.
- Step 5:** Click "Checkout" and follow the instructions.
- Will require the creation of a unique customer account with the ordering site, which will be completely separate from your Bridge account. Retain your created Bookstore customer log-in info for future semesters.
 - Payments via the online store can be accepted via Visa, Visa Debit, or Mastercard only, at this time
 - If you do not own at least one of the above card types, you can select Student Charge Account as an alternate payment option. The associated fees will then be allocated to your university financial account to which your textbook charges can then be paid like tuition (i.e. via online banking - www.uleth.ca/financial-services/payment-methods).

Frequently Asked Questions (FAQs)

HOW SOON CAN I START ORDERING MY BOOKS? Textbooks for an approaching semester will be normally made available for purchase via bookstore.uleth.ca, by no earlier than ~1-2 weeks before the start of classes:

- **Fall (Sept-Dec)** = Mid/Late-August
- **Spring (Jan-Apr)** = Mid-December
- **Summer I & Summer Full-Term (May-June & May-Aug)** = Mid/Late-April
- **Summer II/III (July-Aug)** = Mid/Late-June

HOW WILL I KNOW WHICH BOOKS TO BUY? At this time, the University of Lethbridge neither issues nor supplies individual booklists for students. Determining which materials are to be acquired by the student during any given course/semester can be verified through the below listed sources. (Note: Some courses might require one, multiple, or no textbooks to be purchased for class use – contingent on individual instructor):

- **The 5-step process shown above**
- **The Bridge's Textfinder tool:** bridge.uleth.ca > "Student" tab > Textbook finder > "Click to see the books in the bookstore" button. Will reroute students to the Bookstore's public e-commerce site all the same.
 - o Catalogued materials are pulled based on the student's course registration for the current semester.
- **Course Outlines/Syllabi:** Normally distributed to registered students directly by the individual instructor via Moodle (moodle.uleth.ca) either on or around the first day of lectures. It is the responsibility of the student to procure any and all determined course materials, as written on an instructor's course outline, be it either through the university Bookstore through other vendors/outlets.

DO I HAVE TO BUY MY BOOKS THROUGH THE UNIVERSITY BOOKSTORE? Students are certainly free to engage any other retailer beyond the uLethbridge Bookstore for their course materials if they wish however, purchasing them directly through bookstore.uleth.ca will guarantee: the precise titles, versions, and/or bundles which have been selected by the respective course instructor for class use, their timely delivery, and the added assurance of possible refunds/returns, as per Bookstore policy.

- **Note I:** At this time, the Calgary Campus has no existing operational partnerships with any other textbook vendors beyond the main university Bookstore at the Lethbridge Campus.
- **Note II:** Bow Valley College's own Bookstore (1st floor, South Campus Building) stocks textbooks which are *exclusively reserved for BVC-institutional courses, only* – that is, the college does not actively sell any uLeth materials, at this time.

HOW SOON WILL MY BOOKS BE DELIVERED? "In-stock" items will be processed and shipped within 1-2 business days, so please allow 3-5 business days for delivery. "Out-of-stock" items on the other hand will be processed and shipped as soon as stock becomes available. The Bookstore staff will promptly notify you of the estimated fulfilment dates for any backorders.

WHERE WILL MY BOOKS BE DELIVERED? Physical/hard copy textbooks will be delivered via courier (e.g. Canada Post or FedEx) directly to the student's designated shipping address, as provided on their submitted order form (e.g. home/preferred address, P.O. box etc.). Digital/E-books will be normally delivered to the student via email either from the uLethbridge Bookstore or directly from the publisher (e.g. provided weblink and/or accompanying code/instructions to access e-book, pdf file of book, etc.).

HOW MUCH IS SHIPPING? \$9.00 for the first item, plus an additional \$1.00 per subsequent item placed on the same order. (e.g. 5 textbooks on a single order = \$9.00 + \$1.00 + \$1.00 + \$1.00 + \$1.00 = \$13.00 in shipping charges). Therefore, it is considered to be cost-efficient for students to order all Bookstore materials on one single transaction in order to save on shipping fees.

CAN I BUY USED BOOKS THROUGH THE ONLINE STORE? bookstore.uleth.ca will indicate if a "used" version of your textbook is available for purchase (see *step 4, bullet point 1* on page 1 of this document).

WHAT IS THE BOOKSTORE'S RETURN POLICY?

Link to formal policy: www.uleth.ca/bookstore/return-policy (details the conditions in which refund considerations may be merited and defines which items are normally deemed as "non-returnable")

****Return Process (after reviewing the above policy)**

Step 1) Student sends **email** to bookstore@uleth.ca with return request for review and assessment.

- Referencing both your 9-digit uLethbridge student ID number + the original order numbers (e.g. WO-00012345) of your purchases, as obtained either via email or packing list receipt, will help expedite the process.
- **If approved**, the Bookstore will issue the student with a unique **Return Authorization Number (RAN)**.
 - o Refund credits will not be issued on items that are shipped back without a RAN

Step 2) Student **coordinates their own shipping** (for physical/hard copy books) and covers all associated costs, out-of-pocket

Step 3) Student is **issued appropriate refund at the discretion of the Bookstore staff** upon the successful delivery of the returned book(s) to the university Bookstore at the Lethbridge Campus

If you feel that you have a valid reason to return any of your Bookstore-purchased items (e.g. textbooks, supplies, apparel, or other merchandise) outside of the above return policy, please **email the uLethbridge Bookstore directly (see below)** with your inquiries – assessed on an individual case-by-case basis.

HOW CAN I SELL MY TEXTBOOKS AFTER I AM DONE WITH THEM?

- **Textbook Sellback:** Temporarily suspended until further notice, due to the COVID-19 pandemic.
- **Personal Selling:** The student can personally sell their own unwanted course textbooks through any given medium of their choosing (e.g. Facebook marketplace, Kijiji, social media platforms etc.).

HAVE QUESTIONS?

Contact the **uLethbridge Bookstore** (*based out of the Lethbridge Campus, only*) via **email** at bookstore@uleth.ca

Hours of Operation: Please visit the Bookstore's [store hours/contact us page](#) (Can be subject to change)