

Renting and Purchasing Textbooks FAQs.

Q: Why would I rent a textbook; what is the benefit?

A: When you rent a textbook you are guaranteed a specific cost and you won't have to worry about trying to sell it back later. Renting allows you to use it, return it, and be done with it. When you rent a textbook you save up to 50% off the cost of buying a new book.

Q: What is the advantage of purchasing over renting?

A: Purchasing the book will give you ownership. You can keep or return the book at the end of the semester. If we are using the book the next semester, we try to give you up to 50% of what you paid for the book. If not, we try to sell the book to a textbook company.

Q: Why should I rent or purchase books through the Hesston College Bookstore?

A: We are owned by the college. Not all bookstores are. Some are owned by textbook companies. All money spent here, stays here and goes toward keeping tuition costs down, fund scholarships, provide activities, etc.

Q: Is there a difference in rental price for a new or used book?

A: No. All rentals are the same price regardless of new or used.

Q: How long is the rental period?

A: Rentals are per semester. Prices to rent are the same whether you need them for the whole semester or not.

Q: What do I need to rent a textbook? How do I pay for it?

A: You need to be enrolled in classes at Hesston College. You may charge the rental fee to your student account or pay with a credit card if ordering online. If renting at the bookstore, you may also use cash or a check. Your student account will guarantee your book. At the time of purchase you will only be paying the fee to rent the book(s).

Q: Are all books available for rentals?

A: Although we will be adding more rental books each semester, there are a limited number of titles that are eligible for rent. We are currently offering as many books as possible. Check our website and your course to see if books you need are offered as rentals. Since rental terms are per semester, if you are taking a multi-term course (i.e. CHEM 121-122), books shouldn't be rented because you will need them for more than one semester. Renting, in this situation would not save you any money. Also, books with access codes, laboratory manuals, fill-in books, and books with pages that are torn out cannot be rented because they are not resalable

Q: What if I drop a class; can I get my money back?

A: The return policy for a full refund on a rented textbook is the same as any textbook purchase. The textbook(s) must be returned with a receipt in its original condition by the deadline. Deadlines for a full refund are posted in store and on your sales receipt.

Q: What if I decide I want to buy the book after I have already rented it?

A: You have 14 days from the first day of the semester to convert your rental into a purchase at the Hesston College Bookstore. After the 14 day period the book is considered a rental; the rental fee is non-refundable and can no longer be used toward the purchase of the book.

Q: Can I write in my rented textbook(s)?

A: Yes. You may lightly mark in rented books with pencil or highlights as long as the marks you make do not compromise the book's ability to be sold again.

Q: What if I lose my book, forget to return it or return it late?

A: It is your responsibility to return your book no later than the last day of buyback during the finals week of the same semester. If the book is not returned by this date, you will be charged for a new book at the publisher's list price less the book rental fee. Lost books will be charged as if the book was not returned. Payment will be charged to your student account.

Q: When and where do I have to return my textbook(s)?

A: You may return your rented textbook(s) at any time throughout the semester. You must have your student ID. The final return due date is the last day of buyback during finals week. Rentals must be returned to the Hesston College Bookstore.

Q: Can I extend my rental past the due date?

A: No. Rental periods are per semester and are due by the last day of buyback during finals week. If a textbook is needed for longer than a single semester, we recommend that you buy it. We offer many titles new or used at competitive prices.

Q: What if I forgot which of my textbooks are rented?

A: No problem. Bring in your books and Student ID. We can tell which ones are rented.

Q: Can I sell my rented book back at the end of the semester?

A: No. The textbook(s) you rented are the property of the Hesston College Bookstore and are not yours to sell. The fee you paid when you rented the textbook(s) is the cost to rent the book for the semester and is non-refundable. You will have no other charges as long as the book is returned on time and in resalable condition.

Q: Will renting save me money over purchasing a book?

A: It depends on the book and your situation. You will need to consider whether you plan to keep the book or return it at the end of the semester. If we are able to give you 50% of what you paid for the book during buyback, it may be less expensive overall than renting.

Q: When do I have to return my textbook(s)?

A: You may return your rented textbook(s) at any time throughout the semester. The final return due date is the last day of buyback during finals week.

Q: Can I extend my rental past the due date?

A: No. Rental periods are per semester and are due by the last day of buyback during finals week. If a textbook is needed for longer than a single semester, we recommend that you buy it. We offer many titles new or used at competitive prices.

Q: Where do I return my rented textbook(s)?

A: At any time during the school year your rentals can be returned to the Hesston College Bookstore. During the week of finals there will be a desk for Buyback. Rentals must be returned by the last day of buyback during the same semester.

Q: What if I lose my book?

A: If a rented book is lost or stolen, the renter is responsible for replacing it at the current new replacement cost. Payment will be charged to your student account. This charge will be the cost of a new book less the original rental fee.

Q: What if I forgot which of my textbooks are rented?

A: No problem. Bring in your books and we can tell which ones are rented.

Q: What if I forget to return my book or I return it late?

A: It is your responsibility to return your book no later than the date indicated on your sales receipt. If the book is not returned by the date indicated on your receipt (whether it's returned late or not at all) you will be charged for a new book at the current replacement cost. Once payment has been collect, the book you rented becomes your property. To help avoid this situation, you will receive several email reminders the week of finals to ensure that you remember that you have rented a textbook(s) and that the deadline to return it is approaching. Please note that University Book Store Inc. is not responsible if you do not receive these reminders.

Q: Can I sell my rented book back at the end of the semester?

A: No. The textbook(s) you rented are the property of University Book Store Inc. and are not yours to sell.

Q: Will I get my money back when I return the textbook?

A: No. The fee you paid when you rented the textbook(s) is the cost to rent the book for the semester and is non-refundable. You will have no other charges as long as the book is returned on time and in resalable condition.

Digital Books (Ebooks)

A Digital book is a text that is read on an electronic device. You may purchase an ebook through our website or in the store. A code will be given to you for downloading the book to your device. Devices will need internet wi-fi capability. Depending on the type of ebook, you may either download the entire book to your device or you can check out different portions of the book to be downloaded and read while off-line. Some ebooks are digital rentals. This will be indicated when you reviewing additional requirements before adding a book to the cart. Digital rentals have an expiration date.

Digital Books FAQ

Q: What devices can I use for my ebook?

A: PC's, Tablets and Smartphones, iOS and Android. Our digital ebooks come from two sources, CourseSmart and VitalSource. CourseSmart and VitalSource approved devices include: iPad, iPod Touch, iPhone, Android Tablets and Smart Phones and the Kindle Fire For CourseSmart ONLY: Nook Color and Nook Tablet using Android are also approved devices.

Q: How do I know if an ebook is okay for the class I am taking?

A: It is always a good idea to check in with your professor to make sure the ebook will be supported for the class.

Q: How can I buy an ebook?

A: ebooks are available for purchase online through the store's web site and also inside the store for purchase at the registers.

Q: Are ebooks cheaper than textbooks?

A: For the most part, yes. It is common to pay around 40 to 80% of the used textbook price. However, not all ebooks offer a generous discount. Some textbooks take more resources to allow conversion to an ebook and therefore cost more.

Q: What can I use view and download my ebook?

A: View online with any device that has high speed Internet connection. The apps needed for mobile devices are available on the ebook bookshelf reader. Download to a computer or mobile device for access when no Internet connection is available.

Q: What are the approved devices I can use to access and read my ebook?

A: PC's, Tablets and Smartphones, iOS and Android

Q: Once I access my ebook, what tools do I have?

A: Search, Copy, Highlight, Notes, Bookmarks, Built-In Dictionary, Resources and more.

Q: Does my ebook have audio?

A: The ebooks are compliant with Section 508 of the Americans with Disabilities Act (ADA) which includes text-to-speech functionality.

Q: Does my ebook expire?

A: The publisher determines length of use as well as copy and printing limitations. Some titles will expire and some are permanently associated to your account. You are able to view those rights during purchase and during activation of your ebook.

Q: When does the countdown for use begin with my ebook?

A: The usage of the title begins once the ebook is registered regardless of when it is opened.

Q: Can I return my ebook?

A: Only ebooks that have not been accessed may be returned. All returns must follow the store's general return policy.

Q: Are ebooks taken back at the store for buyback?

A: No, ebooks are a licensed product. Once activated, that license can no longer be re-issued and has no value. If the ebook has not been activated or accessed, please check in at the store to see if it may be returned at the register.

Q: Who do I go to if I need help with my ebook?

A: There is a helpdesk working 7 days a week, 24 hours a day to support any issues you may have with your ebook. You can either call 888-886-0801 to speak with a support representative, or go to the help site at www.UDTeBook.com/help.