

## Nashua Community College Bookstore FAQs

### Store hours:

Mon - Thu 9:00 am to 4:00 pm

### Who should I contact if I have a question for the bookstore?

- Reach out to the bookstore by email at [0971mgr@follett.com](mailto:0971mgr@follett.com) or by phone 603-880-7083 (during business hours), or
- Log a service request at <https://forms.office.com/r/6qJWRx0bz2>, or
- Contact Barry Brown at [b.brown@follett.com](mailto:b.brown@follett.com) or text 603-479-9797
- For Financial Aid Book Advance Questions please contact [Nashua\\_Financial\\_Aid@ccsnh.edu](mailto:Nashua_Financial_Aid@ccsnh.edu)

### What are my shopping options?

- Shop with us in-store or online at [www.nashuaccshop.com](http://www.nashuaccshop.com). Online shopping offers free in-store pickup for print materials and supplies. Digital materials are delivered almost immediately
  - Best Practice: Use your [name#@students.ccsnh.edu](mailto:name#@students.ccsnh.edu) email address for all your school interactions, especially purchasing and registering digital course materials.
- We will price match Amazon and Barnes & Noble (but not their third-party marketplaces)

### How do I know what course materials I need?

- Y

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What options do I have for course materials?

Course materials may be available in print or digital. Print materials may be available new or used, for purchase or for rent. Digital materials may be permanent or they may expire after a time. Each title is different.

Which methods of payments are accepted at the bookstore?

Customers can pay using a credit card (MC, V, Amex, D), PayPal, Apple Pay, Google Pay, Samsung Pay, Follett Gift Cards, or Financial Aid-Book Vouchers. We do not accept checks

Are shipping fees and digital delivery fees covered by my NCC book advance?

Regular shipping charges and digital fees are covered

What is the bookstore's return policy?

Textbooks/Course Materials:

Full refunds are given for course materials—in original condition--returned or postmarked before the end of each term's Add/Drop period. (Partial refunds are sometimes given for opened items)

Course Materials purchased after Add/Drop must be returned within 7 business days for a full refund

Course Materials purchased during the last week of classes or final exams are not refundable.  
Digital delivery fees are non-refundable

Other Merchandise:

Merchandise that is unopened and in original condition can be returned within 30 days of purchase

\*Gift Cards are non-refundable

How does textbook rental work?

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Return your rented books by the due date marked on your receipt

Students will be charged the cost of replacing non-returned books along with a service fee

What if I lose a rented book or if I want to keep it?

Rental books can be purchased before the due date for the difference between the rental

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- OER materials are available free online. Your instructor will provide information on how to access your OER materials
- Required, Choice, Recommended, Suggested
  - Required materials are items