



# SUNY JCC FSA Campus Store

## Online Textbook Order Policies

- 1) We will make every attempt to fill the order based on the book preference selected. If a text is not available in the preference selected, it will be filled based on what is in stock (Ex: Used vs. New).
- 2) Some courses offer the choice between textbook packages or with the components of the packages sold separately. If customer orders textbook package and the package components, we will fulfill order with the least expensive required components and remove excess items from your order.
- 3) Textbooks listing online are current, but they are subject to change without notice by either the professor or textbook publisher.
- 4) Items ordered from outside sources based on information on [campusstore.sunyjcc.edu](http://campusstore.sunyjcc.edu) are done at your own risk and are not the responsibility of the SUNY JCC FSA Campus Store.
- 5) You will receive multiple emails from the SUNY JCC FSA Campus Store during the web ordering process and it is imperative that the email address you add to your account is in working order:

**Order Confirmation Email**-this email reflects that your order has been submitted and will be processed as soon as possible.

**Order Pickup Confirmation Email**- this email reflects that your order has been packaged and processed and is ready to be picked up in the Campus Store. If you are ordering for the North County Center (Dunkirk) or Olean Campus, it could take an additional 1-2 days for your order to be available on that Campus. You will receive an email when those orders are available to be picked up. **Back orders and weather-related delays are possible.**

You may also receive these emails:

**Items on Backorder Email**- this email will alert you to any items that were ordered, but not processed due to the textbook being out of stock. This part of your order will remain active and you will be notified when these items have been processed. You do not need to place another order for any items that are placed on backorder. If you would like to remove backordered items from your order please contact the Campus Store with your last name, order number, and course information.

**Payment Error Notification**- this email will indicate if there is a payment error with your order. Payment errors will include insufficient or no funds available in your Financial Aid account or a denial of the credit/debit card you entered. Customer will be allowed to enter another payment type and order will be sent back for processing. Materials cannot be pulled and held if there is a payment processing error.

6) A valid SUNY JCC Student ID is **REQUIRED** to pick up web orders in the Campus Store.

7) Credit Cards or Financial Aid accounts will not be charged until order is packed. A hold will be placed on credit/debit card for the amount of order (which takes into account NEW textbook prices) until the order is packed.

8) Web orders can be refunded within 7 days of order pickup. The original pack list is required and all other parts of the textbook refund policy apply.

9) Web order returns that are refunded to credit cards could take 3-7 business days for the funds to appear. Type of card, bank, and amount of original charge may impact length of time for credit to show on statement. JCC Campus Store cannot expedite this process.

10) All orders selected for home delivery are shipped via UPS. Please note that complete addresses must be submitted (Apt #, Floor #) to ensure package arrives. We cannot ship to P.O. boxes.

Shipping and handling charges are standard and non-refundable. The shipping rates are as follows: Fall 2017 shipping rates are \$12.95 for the first item and \$2.00 for each additional item.

For in-store delivery option, purchaser must select which location: Jamestown, Cattaraugus or NCEC-Dunkirk. Please note that in the summer pickup locations may vary.

11) Web orders will normally be processed within 24-48 hours of being submitted. Orders placed after 10AM on Friday cannot be guaranteed to ship before the following Monday. Orders placed on weekends or holidays will not be processed until the next business day the Campus Store is open and may be subject to a longer processing time based on amount of orders received.

Web orders will ship within 1-3 business days and could take between 3-10 business days to arrive.

In-store pick-up orders will be available within 2-3 business days or sooner, whenever possible, depending on item availability and processing backlog. Customer will be notified by e-mail when order is ready for pick-up.

12) Orders that have not been picked up 10 days-after order pack date will be returned to stock and charges will be credited back to original payment source. A receipt will be sent to the email address on order. \*Please note any Financial Aid orders that have not been picked up by the end of the Financial Aid period will be refunded that day regardless of whether it has been 10 days or not.

13) If incorrect textbook is shipped or delivered due to error in packing process, customer must return book to nearest campus store location with original receipt and exchange will be made. If correct item is back-ordered, customer will be notified, if possible, of delivery date. If customer selects to ship back incorrect item, Campus Store will assume shipping cost for amount of UPS ground shipping only. This will be credited off at time of exchange for correct item. Customer will not be charged for additional shipping costs only if error is found to be the fault of Campus Store.