

WILLIAM BAPTIST COLLEGE HAS GONE VIRTUAL!

All textbooks and other course materials will now be available only through the online store, your Follett Virtual Solution! Follett is your Official Course Materials Partner

Find what you need now at williamsbaptistcollege.com/bookstore

COMMON QUESTIONS

Q: Where do I get my books?

A: To order your textbooks and other course materials, visit the virtual bookstore at: williamsbaptistcollege.com/bookstore

Q: Why should I purchase my books from Follett?

A: Your school chose Follett as its official online bookstore. We work closely with school administration to source and stock the exact edition of the books you will use in the upcoming term. Tack class and course work your way. Buy or rent, print or digital textbooks – we have the options you want for the books you need!

Q: What if I don't have internet access?

A: You can place your order by phone with Follett Customer Service at 888-621-4088 or fax your order to 800-521-4187.

Q: When will the booklist be available online?

A: July 15th, 2015

Q: How are the orders shipped?

A: All orders are shipped via FedEx to your home or other provided address.

Q: What purchasing options are available?

A: Follett offers numerous purchasing options including new, used, rental and digital textbooks. Note that rental and digital editions are not available for all titles. Available options will be listed where applicable.

Q: Does Follett accept returns?

A: Follett accepts returns on books purchased or rented through the website 30 days from your order date or 30 days from the start of classes, whichever is later. Unopened computer hardware and software may be refunded or exchanged within 14 days of purchase.

Q: What payment methods are accepted?

A: We accept American Express, MasterCard, Visa, Check, or Money Order.

Q: How do I find out about promotions and other bookstore events?

A: To receive direct notifications about upcoming promotions, buyback events, book availability and other reminders, sign up for the bookstore email list at williamsbaptistcollege.com/bookstore

NEED ASSISTANCE? Follett Virtual Solutions Customer Service is here to help! at 888-621-4088 or csvirtual@efollett.com

ALSO: Enjoy free ground shipping for orders over \$75 all year!

