

General Questions

1. *How do I place an online order at the TRCC Bookstore?*

The bookstore's website can be accessed at trccshop.com.

2. *What do I do once I get to the website?*

- Click the "textbook" link at the top of the bookstore's website.
- Use the drop-down menus to choose your term and courses and click "find your course materials"
- Select the course materials you need for each course and click "add to bag"
- When you are finished adding item to your bag click "view bag and checkout"
- Follow the steps to enter your payment information - if you are using book advance funds or any type of book voucher select "financial aid" as your method of payment.

3. *What are my textbook options?*

Textbooks are available as new, used, rental, or digital formats. The bookstore has been working throughout the summer to make as many titles available in digital format as possible to complement the increased numbers of online courses this fall.

4. *Which methods of payments are accepted at the bookstore?*

Online or in store customers can pay using a credit card, Financial Aid Book Advance funds, or book vouchers/scholarships.

5. *Are shipping fees and digital delivery fees covered by my book voucher or book advance?*

Shipping fees and digital delivery fees are covered by Financial Aid Book Advance funds. If you have a scholarship through BSU or a 3rd Party please contact the bookstore to find out if shipping and digital delivery are covered by your award.

6. *What is the bookstore's return policy?*

Textbooks/Course Materials:

- All returns but be in original sale condition.
- Refunds are given for Course Materials that are returned or postmarked before the date stated on the refund policy. (usually until add/drop period)
- Course Materials purchased after the set date must be returned within 2 business days of purchase for a full refund.
- Course Materials purchased during the last week of classes or final exams are not refundable.
- To support the delivery of digital content to you, a non-refundable digital delivery fee is applied to each digital material.

Hardware & Software - Bring back unopened computer hardware and software within 7 days of purchase for a full refund with a copy of the receipt.

Electronic Software Download (ESD) purchases are Final and Non-Returnable.

Other Merchandise:

All other merchandise that is unopened and in original condition can be returned within 7 days of purchase.

*Gift Cards are non-refundable

7. *How do I rent textbooks?*

Search for your course and section, select the rental items available for your course, and add them to your shopping cart. During checkout you'll be prompted to provide rental collateral (e.g. a credit card) and sign the rental agreement. Completing the rental agreement signifies your commitment to returning your rental book back by the check-in date.

COVID-19 Related Questions

8. *Will the bookstore be open to customers this semester?*

We strongly encourage students to order their course materials online before arriving on campus to avoid the large crowds and lines that occur during the first week of classes. Course materials, clothing, and gifts that are available at the store are also available on our website for home shipping or in-store pickup.

9. *Who should I contact if I have a question for the bookstore?*

In order to decrease foot traffic in the bookstore at the start of the semester, we ask that students reach out the bookstore with questions via email or phone. Our phone number is 860-887-6842.

Questions about textbooks can be sent to 0807txt@follett.com.

Questions about online orders, book advance/scholarship funds, or general inquiries can be sent to 0807mgr@follett.com

We will make every effort to respond to emails within 24 hours.

10. *How will the bookstore aisles look this semester?*

Course material aisles will remain closed to follow social distancing orders and staff will assist you in getting any course materials you may need.

11. *What are the bookstore's hours?*

Due to the Covid 19 Virus the Bookstore hours are subject to change.

Please call ahead 860-887-6842 to verify that the bookstore is open

Bookstore Hours:

Monday, Tuesday, & Thursday 9:00am – 3:00pm

Wednesday 9:00am – 5:30pm

Friday 9:00am – 1:00pm

12. Do I need to wear a mask at the bookstore?

Yes, a mask is required to enter the bookstore

13. Where do I pick up online orders?

The Bookstore is open to the public, online orders can be pick up at the bookstore during open hours.