

FOLLETT VIRTUAL INNOVATIVE SOLUTIONS FOR YOUR CAMPUS



VIRTUAL FAQ

Q: Why should I purchase my books from Davis & Elkins College Virtual Bookstore?

A: Starting Fall 2022 the Davis & Elkins College Bookstore will be fully virtual. DEC chose Follett to operate its official online bookstore. Follett works closely with school administration to source and stock the exact edition of the books you will use in the upcoming term. The website, your rental accounts, and your online ordering process stays the same.

Q: When will the Fall 2022 booklist be available online?

A: Check www.ShopDECstore.com up to date information. As soon as instructors adopt their books they are available to order online.

Q: What purchasing options are available?

A: Follett Virtual offers the same 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: How are the orders shipped?

A: All orders are shipped through major carriers such as UPS, FedEx, DHL, and USPS to your residence or other provided address. Several ship speed options are available based on your ship-to address. Free shipping is available on orders over \$99.

Q: What do I receive after the checkout process?

A: After you complete your order, you will receive a number of emails to the email address provided. The order confirmation includes your digital access codes and rental information. Please keep all tracking data for returns and rentals.

Q: Does the Virtual Bookstore/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. Full return policy is available at link on bottom of bookstore website.

1. Include a copy of your confirmation email or order details with your securely packaged return. If you don't have this information, include a note with your name, email address, phone number, and order number. Your refund could be delayed if we can't identify the original purchase details.
2. Return shipping is at your expense. We're not liable for lost or damaged packages. Please use a traceable, insured method of shipping when returning your item(s).
3. Hold on to your tracking information and shipping receipt until you get your refund.

Q: How do I sell my books back?

A: Look for the "Sell Your Textbooks" link at the bottom of your store website. Follett has partnered with ValoreBooks to provide the best market-based pricing options for selling books. No more long lines!

Q: How do I return my rentals?

A: You will receive rental reminder emails to the account you used when you rented the book that have instructions and links to return rentals. Starting with the Fall term you will ship your rentals back to Follett with your Patron ID, email, and phone number enclosed.

Q: What payment methods are accepted?

A: We accept Visa, MasterCard, American Express, Discover, PayPal, Apple Pay, and offer PayPal Credit. In addition, we accept Book Vouchers, Financial Aid and other School Credit where applicable.

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

A: To receive direct notifications about promotions, book availability and other reminders, sign up for the bookstore email list at www.ShopDECstore.com.

Need Help?

- Visit www.ShopDECstore.com for delivery options, returns and more.
- For questions with your order the Virtual Bookstore Customer Service Team is available at bit.ly/CustomerSupportCenterLink or call 800.381.5151.