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FAQs

Q: When will the booklist be available online?

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Q: What do I receive after the checkout process?

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Q: Does the Virtual Bookstore accept returns?

A: We accept returns on books purchased or rented through the website 7 days from the start of classes. 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 the 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.
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Q: How do I return my rentals at the end of the term?

A: You will receive rental reminder emails prior to the due date. You may also log into your online bookstore account for rental return information. You may check in your rentals at the NHTI campus store in person or by mailing them to the store prior to the due date.

Q: What payment methods are accepted?

A: We accept all credits cards, PayPal, Apple Pay, and offer PayPal Credit. In addition, we accept Financial Aid and other School Credit where applicable.

Q: How do I find out about textbook availability?

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How to Return Your Rental Books at the End of the Term.

1. You will receive rental reminder emails prior to the due date.
2. You may also log into your online bookstore account (top-right "My Account" link on bookstore website) for rental return information.
3. Free shipping labels are accessible up to the rental return due date. Please include your name, phone number, and email with your return.

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