

# The Academy of the Holy Cross Textbook Ordering Information 2017-2018

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## COMMON QUESTIONS

**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 class this year. Additionally, every order placed through your official bookstore supports the Academy of the Holy Cross and its students.

**Q: Where do I get my books?**

**A:** To order your textbooks and other course materials, visit the virtual bookstore at <http://www.academyoftheholycross.bkstr.com>

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

**A:** You can place your order by phone with Follett Customer Service at 888-FVC-3383 or fax your order to 800-621-4187.

**Q: When will the booklist be available?**

**A:** Your eFollett Online Bookstore opens on Tuesday, July 25<sup>th</sup>, 2017.

**Q: What purchasing options are available?**

**A:** Follett offers numerous purchasing options including new and used books, rental books and digital editions. These options will be listed where available.

**Q: How are the orders shipped?**

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

**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.

**Q: What payment methods are accepted?**

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

**Q: What promos apply during the summer?**

**A:** Follett offers a TEXT10 Promo for four days upon launch of the site. This will run from 7/31/17- 8/3/17 and offers a 10% discount on USED and RENTAL texts when the code TEXT10 is entered at checkout in the promo code box. Remember to click the APPLY button to see the discount!

Also, Academy of the Holy Cross students may enjoy free ground shipping on all orders over \$150.00 from 7/31/17 to 8/6/17. This will be automatically deducted from your order.

Need assistance?  
Call Follett Customer Service at 888-FVC-3383