

Widener University Delaware Law School

Exciting Announcement for Students!

Your Widener Campus Shop Online

- Now Offers Free Freight

The local Campus Shop will be closing July 28th. Starting July 25th, 2016 Delaware students can make their purchases for all classes and have them shipped directly to them with no freight cost for regular **FedEx Ground shipments**. That's right, **Freight Charges will be Free!**

Your **Widener University Campus Shop** in Chester, PA will be fulfilling Online orders for all Widener Universities. Click this Link and it will take you directly to your campus shop and you can start shopping today.

Rental, digital, new and used books can be purchased from the campus website. Are you interested in **saving up to 80%** off the new price? Rent your books with a rental account. Just click this Link to register for your rental account. If you rented at the local campus shop in the past, just use the same account.

If you want to know more about Digital Books, our Buyback Policy, Refund Policy, Rental Agreement Policy, or our Freight Policy works, please read Page 2 below.

What's the News?

1

The Local Campus Shop will be closing on July 28th.

2

The Widener University Campus Store will be fulfilling course material needs for all classes online.

3

All Online Orders will be shipped free of charge for regular FedEx Ground.

If you have any questions, here's how you can contact us:

1: Store Address - Visit us at, Widener University Bookstore, 1 University Place, Chester, PA 19013.

2: Phone Number - Contact us at (610) 490 - 7012

3: Email Address - email us at widener@bkstr.com



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MORE PLATFORMS, MORE FEATURES, MORE POSSIBILITIES





Please read this page for our Online Refund Policy, Buyback Policy, Rental Policy, and Freight Policy.

Help/FAQ: Online Return Policy

General Return Policy

STANDARD RETURN POLICY:

A valid receipt and/or packing slip are required for all refunds or exchanges. All items (except Course Materials and Hardware/Software) unopened and in original condition returned within 30 days of purchase may be exchanged or refunded to the original form of tender.

Course Materials and Hardware/Software Details:

Course Materials (textbooks):

- A full refund will be given for textbooks (excluding Final Sale items) returned prior to your campus specific refund deadline. Materials purchased after the campus specific deadline (but before the final week of class) must be returned within 2 business days of purchase. Materials purchased during the last week of classes or final exams are not returnable/refundable.
- Final Sale items include the following: Inkling Digital Textbooks, Study Guides, Test Prep Books, Bar Charts, Cliff Notes, Professional Reference Study Aids, clearance items and magazines. All these items are not returnable/refundable.

Hardware & Software:

- Unopened (unless defective) computer hardware and software may be refunded or exchanged within 14 days of purchase.

TWO EASY WAYS TO RETURN:

1. Return to original bookstore.
2. Return by mail. Note: we do not refund shipping and handling fees.

Help/FAQ: Shipping & Delivery

How long will it take to receive my shipment?

- Standard (arrives in approximately 4-7 business days)
- 2nd Business Day (arrives in approximately 2-3 business days)
- Next Business Day (arrives in approximately 1-2 business days)

Note: 1-2 business days are required to process and pack orders for shipment and are factored into the above estimation. "Business days" means Monday through Friday, with the exception of holidays. Please check with your campus store for shipping policies and delivery options.

Can I ship to a P.O. Box ?

The U.S. Postal Service delivers to P.O. Boxes but this method may delay your order. Please note that Next Business Day and 2nd Business Day are not available for this option.

How much will it cost to ship my order?

Please refer to the [shipping information page](#).

How can I track my order?

A tracking number is provided in all order status email updates for guests and registered customers. For faster checkout and convenient tracking we recommend you [create an account](#)

If you place your order as a registered user (logged in) you can also track your order within your eFollett Account:

1. Click [My Account](#) from efollett.com or your bookstore site and login to your account
2. Click [View your Order History](#)
3. Click [your order number](#)
4. Under [Order Details](#), click on the [Tracking number](#)

How do I ship to APO/FPO address?

When completing your Shipping Address during checkout, please be sure to follow these instructions:

- The Country must be "United States";
- The City must be entered as either APO or FPO;
- The State must be selected as either "Armed Forces America" "Armed Forces Europe" or "Armed Forces Pacific;"
- Enter your Zip code
- Enter your full name, grade, and PSC or unit number. PLEASE NOTE: All orders going to APO/FPO addresses will be sent via the U.S. Postal Service.

I need to send my order to an International P.O. Box address. Can you ship it?

We cannot send orders to International P.O. Box addresses.

Help/FAQ: Orders

What is the status of my order?

Sign in to [your account](#) so you can see a list of all your orders.

Order Status Codes:

- New - An order that has not yet been viewed and we have not yet taken any action taken on it.
- In-Process - The order has been viewed and we have begun processing it.
- Backordered - Item(s) are considered backordered when we have ordered them from our vendors, and we are waiting to receive them.
- Fulfilled - All the item(s) have been shipped out or are ready for pick-up at the bookstore.
- Cancelled - The item(s) have been cancelled and requires no further action.

Payment Methods

Here is a list of payment methods Widener University Bookstore accepts.

Online

- American Express
- Campus Card
- Discover
- Gift Card
- MasterCard
- Visa

In-store

- American Express
- Campus Card
- Discover
- Gift Card
- MasterCard
- Visa

What does Textbook Condition Preference mean?

During checkout you can indicate whether we can substitute Used for New or New for Used if your preference is not available.

If you elect to substitute and we don't have your first choice we will automatically provide you with that same title in the condition we do have in-stock. Please note: when a textbook condition substitution occurs there is a change to the final total price of the order.

General Books

"General books" include best sellers, staff picks, campus related books, and a wide range of fiction and non-fiction titles. We offer many more general books online than are found in your bookstore. Ordering general books is different from finding your textbooks. In this section can search for general books by title, author and ISBN, and add them to your shopping cart.

What's an ISBN?

ISBN stands for International Standard Book Number. You can find the ISBN on the back cover of the book near the bar code, or on the copyright page of the book.

Availability of Merchandise

Our goal is to provide you with all the products and services that have been made available through the website. On rare occasions, some items and services may not be available at the time of purchase. If this happens, we will make every reasonable effort to provide you with the item or service requested.

FAQ's:

How does online Book Buyback work?

It's simple:

- Enter your book's ISBN number.
- Get a price for your book.
- Print the shipping label, packing slip, and email confirmation.
- Ship your books free of charge.
- If you have followed Terms of Book Buyback, your check will be mailed to you 7 days after date of book receipt. You will receive an email the date your check is mailed.

What condition does the book have to be in?

- All pages, bindings, covers are intact and complete.
- Pages should not be torn, missing, marked up or highlighted excessively so that the print is obscured.
- Textbooks with water damage, stains, and/or pages sticking together are not considered in "good condition".
- You will be contacted by customer service if any item in your shipment does not meet condition requirements.

What else do I need to know?

- During major buyback periods we may offer as much as 50% of your book's original price.
- If an instructor requests your textbook for the next term, the value increases.
- Even if we are overstocked or the book has not been requested for next term, we may still purchase it.