

**Everything you need to know about the Online Bookstore!**  
*clarke.edu/textbooks*

## HOW DOES IT WORK?



The Clarke Online Bookstore, powered by TextbookX, operates completely online and can be visited at *clarke.edu/textbooks* (redirects to Clarke.TextbookX.com). Students visit the website to order online and have their textbooks shipped to their home or to campus (digital course material access is emailed).

## IS THERE A CAMPUS STORE?



The Whitlow Campus Store sells branded merchandise like shirts, hats, and other items. Please note, the campus store does not sell textbooks anymore. If you deliver your textbooks to campus, pick up is in the campus store.

## HOW DO I ORDER?



1. Visit the website and log in with your My.Clarke account to see a personalized page.
2. Select from new, used, eBook, rental, and Marketplace options.
3. Check out and complete your order in 5-10 minutes.

## WHEN SHOULD I ORDER?



The earlier you order, the more chances you have to find the best deals. It's recommended that you order 2-3 weeks before the term begins.

## WHAT ARE THE BENEFITS?



- Find great deals on Marketplace items.
- Price match guarantee on new books.
- Bookstore Charge Program – buy now, pay later.
- Free shipping on select orders over \$49. *Not including Marketplace*
- 24/7 customer service at the start of each major term.
- Sell books on the website at your own price!

## WHAT IS THE MARKETPLACE?



The Marketplace is where students and book vendors across the nation buy and sell books at discounted prices. You can save an average of 60% off when you order a Marketplace book. *Please note, Marketplace items do not qualify for free shipping.*

## WHAT PAYMENT METHODS CAN I USE?



Check out with any major credit, debit, or prepaid card. Students may also use their PayPal account or Apple Pay to check out. Or, take part in the Bookstore Charge Program on your student account (*available after August 3*) to buy up to \$500 worth of your books now and pay for them later.

## HOW DOES SHIPPING & TRACKING WORK?



Various shipping methods and time frames are offered. Orders over \$49 qualify for free economy shipping (*excluding Marketplace*). Use the Order ID in your confirmation email to check delivery status. Not all Marketplace vendors offer tracking, but you can contact the seller through the website.

## CAN I RETURN A BOOK?



New textbooks can be returned for a refund when it's within 30 days of the order or two weeks after the start of class. Ebooks can be returned within 14 days. Marketplace items are non-returnable. Items ineligible for return are marked "non-returnable" at checkout. If you are unable to return, you can always sell the book on the Marketplace.

## CAN I SELL MY BOOK BACK?



You can post any textbook for sale on the Marketplace, name the price you want to sell it for, and wait for someone to buy it. Some textbooks come with a guaranteed buyback price, which you can choose to return at the end of the term for that price.

## OTHER QUESTIONS?



At the start of every major term, our Customer Experience team works 24/7. Visit [Clarke.TextbookX.com/Help](https://Clarke.TextbookX.com/Help) or call 1-855-790-6381.