



## CLAFLIN UNIVERSITY BOOKSTORE PURCHASES

### Frequently Asked Questions???

- What is the process for online students to order books? Online students can order books via telephone, online, or in-store. We recommend students order online.
- Can students use book coupons when they order online? Yes, students can use book coupons when ordering online.
- How can students receive their books? Books are delivered to student's mailing address using UPS or campus store pick up.
- Continuing Education and Professional Studies have two sessions. How long are session II books available in stock for purchase orders? Session II books are in stock until the start date of Session II courses.
- How long does it take to receive shipped books? If student is a SC resident, books should arrive to their mailing address in 1-2 days. If student resides in another state, it varies on the state location and the type of selected shipping paid for by the student.
- How long will it take for out of stock books to arrive in store? Normally takes 3-4 days for in store delivery and sales.
- If a student cannot speak with a salesperson on the telephone, how can the student contact bookstore staff? Students can send an email to [sm8132@bncollege.com](mailto:sm8132@bncollege.com)
- What happens if I receive the wrong book for my class(es)? The book must be returned 10 days after the start class with the receipt. If the book or purchase was sealed, the seal cannot be broken or unwrapped. If the item is no longer wrapped or sealed, the item is non-refundable.
- What are the steps to order books online? To order using a major credit card or book coupons use the internet:
  1. Go to [www.claflin.edu](http://www.claflin.edu)
  2. Under Quicklinks click bookstore
  3. Click Textbooks
  4. Select Find Textbooks
  5. Enter correct term, department, course number, & course section
  6. Click find materials for course(s)
  7. Select format (rent, used, digital, etc.)
  8. Click add item(s) to cart
  9. Click check out
  10. Select your choice for delivery: store pick up or ship to my address
  11. Select payment type
  12. Confirm order
- What are the steps to order books by telephone:

Dial 803.535.5269 → Provide Student ID Number → Identify Course Name including the Course prefix, course number, and section number. For example: English Composition I (course name)  
ENG(course prefix) 101( course number) 51(course section) → Provide method of payment information

