



Everything you need to know about the Online Bookstore!
Houghton.TextbookX.com

HOW DOES IT WORK?

The Houghton Online Bookstore, powered by TextbookX, operates completely online and can be visited at Houghton.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 Highlanders Shop sells Houghton branded items, school supplies, electronics, gifts, and convenience items. Please note that gift certificates to The Highlanders Shop cannot be applied to Online Bookstore orders.

HOW DO I ORDER?

1. Visit the website and log in with your Houghton Credentials to see a personalized page
2. Select from the new, used, eBook, rental, and Marketplace options available.
3. Check out and complete your order in 5 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?

- Select from new, used, ebook, and rental options.
- Find great deals on Marketplace items.
- Price match guarantee on new books.
- Free shipping on select orders over \$49 (not including Marketplace).
- Orders are tax free and can be charged to your student account to allow you to use your financial aid
- 24/7 customer service at the start of each major term.
- Sell your books back on the website at any time of the year – you name the 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 card, debit card, or prepaid credit card. Students may also use their PayPal account or Apple Pay to check out. You may also use your student account and apply your financial aid to the order if desired.

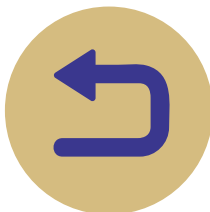
HOW DOES SHIPPING & TRACKING WORK?

Various shipping methods and time frames are offered. Orders over \$49 qualify for free economy shipping (excluding Marketplace items). Use the Order ID number 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 as long as 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 miss the deadline to return or you ordered a book that is not returnable, you can always sell it 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, or you could keep it or sell it for a different price. When you sell through the website, you're paid either by a deposit to your bank account or by store credit (store credit gets 5% extra!).



OTHER QUESTIONS?

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