URI Bookstore Frequently Asked Questions

Where is the URI Bookstore located?
The Kingston store is located on 50 Lower College Road Kingston RI 02881 on the 1st floor of the Memorial Union Building.

*Kingston Mail: PO Box 1460 Kingston, RI 02881

The Providence store is located on 80 Washington Street Providence RI 02903 in room 211 in the Shepard Building.

What are your store hours?
Please refer to the right hand side of the homepage of the store you are interested in for hours of operation (changes frequently).

www.bookstore.uri.edu (Kingston) www.bookstore.uri.edu/prov (Providence)

When can I start placing my Spring ‘16 order?
Online order for the upcoming Spring semester begins January 12th at 6pm.

What is the deadline for ordering?
Orders for Atrium pick up must be placed by January 21st.

All orders after this date will be automatically shipped home for an additional $4.99.

When can I pick up my textbooks?
January 25th to the 28th from 9:00am to 4:00pm

When is the last day to pick up my textbook order?
January 28th until 4:00pm

How long do I have to return my books for a full refund?
The refund/exchange deadline is February 6th, 2016
Can I have my textbook order shipped home?

Yes. All customers have the option to have their order shipped home instead of choosing store pickup. There is a flat rate of $4.99 for shipping (+tax if it is being shipped to a location in RI). There is NO shipping to Residence Halls but you can choose to have your order shipped to your Union Express mailbox. Orders with invalid shipping addresses will be changed to store pickup. All orders are shipped via USPS Media Mail (3-7 days deliver in most cases). Please plan accordingly.

Why isn’t my class or instructor listed on the website?

If your class or instructor are not listed on our website, we may have not received and order for that class or section yet. We suggest you check back at a later date because we continue to receive orders after Move-In Weekend and Box & Carry Distribution.

What does “Used Preferred and New Preferred mean?

If you choose “used preferred” the store will pack used books if they are in stock and new books if we are currently out of used. If you choose “new preferred” then we will pack new books if they are in stock and used books if we are currently out of new.

What is the difference between purchasing a textbook and renting a textbook?

Rentals are listed as 60% of the NEW price of a textbook. These books are due back by the last day of finals. They can be marked and highlighted in, but they cannot be damaged (water stains, large tears, missing pages, broken binding). If a book is not returned by the due date or is damaged or lost, the customer is responsible for the difference between the rental price and the purchase price.

When are rentals due for Spring ‘16 semester?

Textbook rentals are due back to the store by May 16th, 2016.

Where can I return my rental books?

Rentals can be returned to our Kingston store, our Providence store, at any of our buyback locations, and via mail. There is a downloadable form on our website that you need to include in your package to ensure the book is returned to the correct customer.

Can I decide to keep my rental book?

Students are allowed to keep their rental if they would like. We will simply charge the difference between the rental price and the purchase price after the rental return deadline.

Am I allowed to write or highlight in a rental book?

Highlighting and small amounts of writing in pencil is allowed. Too much writing in a book can cause you not to be able to return a rental or change the value of a book being bought back.

Why didn’t I receive all of the books I ordered?

Not all textbooks are in stock at the time of order fulfillment. If a book is not in stock when we pull you order, you will not be charged for the textbook. When we process your order, we only charge
you for what is placed in your box. You will need to visit the store in order to purchase any materials that were unavailable at the time of order fulfillment.

**When will I be charged for my order?**

Customers are not charged the total for their order until it has been completely processed. When the order is placed, your funds will be put on hold. The money will not actually be deducted from your account until the order has been processed. There could be a difference between these two amounts if the condition you ordered (new or used) was not in stock at the time of order fulfillment.

**What is the return policy for textbooks?**

The deadline for the Spring ‘16 semester is February 6th, 2016. All refunds and exchanges must be transacted by this date. The book needs to be in the same condition it was purchased in in order to receive a full refund. The money will be refunded the same way it was paid for. For example, if you paid with your credit card, we will refund the credit card, you will not receive cash back. Digital books and access codes are non-refundable once they have been activated. Course packets/modules cannot be returned unless you have successfully dropped the class or if it is defective. Please have your receipt and valid student ID with you for all refunds and exchanges.

**How do I return my textbooks?**

Textbooks can be returned at our Kingston store, Providence store or via mail if the order was placed online. Please request a return label from webstore@etal.uri.edu for your online order.

**When is textbook buyback?**

URI Bookstore has started buying back textbooks all year long! Feel free to visit the store with your old textbooks and see if you can get some cash. If the book is being used for the next semester, we tend to purchase at a higher amount. If a new edition of the book has come out or if the professor is no longer using that particular book, we tend to buy it back for less.

**Four tips for selling back your used textbooks:**

1. Take care of your books. Water damage, large tears, missing pages, etc. will cause your book to have no value.
2. Don’t throw away any supplemental CD’s or DVD’s.
3. Don’t wait too long to sell. The store can only buy a certain number of each textbook.
4. Newer editions will tend to be bought for a higher price than older editions.

**Textbook Purchasing Guide:**

**New** - Book is brand new.

**Used** - Book is pre-owned with limited to no marking and has a reduced price.

**Rental** - Book is available for rent at a reduced price and is due back to the store by last day of finals.

**E-Book** - Book is available in a digital version that may be used on devices that have a high speed internet connection. E-books may have limitations on how many pages can be printed and may have an expiration date (i.e. 6 months/1 year).
**Required** - The professor has informed the bookstore that the student will need the course material for the class.

**Recommended** - The professor has adopted additional reading for the class that the student is not required to purchase but may be helpful.

**Optional** - Could be an alternative edition, an access code, a workbook, or another item that the professor gives the student the option to buy, but is not required.

**Bundle** - A bundle is a package that usually contains a textbook with other supplemental material, for example, an online access code or workbook. The bundle is provided at reduced cost through the publisher and therefore cannot be found at other locations except the university bookstore. Bundles are also sometimes offered as individual parts listed as optional, giving the student the ability to only purchase certain items. If all parts are needed, the bundle is the cheapest option.

*Please note* - Do not purchase both the bundle and individual parts of a bundle; they include the same items.

**Custom** - The professor and publisher have work together to create a book that is specific to the university, and cannot be found at any other location. These items are usually either written by professors themselves, or are certain chapters of a textbook that have already been published.

**Module/Course Packet** - The professor has created a packet that usually includes notes, text excerpts, etc., that is printed and available through the URI Bookstore only.