

# ESCO Online Buying and Selling FAQ's

## \*Frequently Asked Questions\*

### BUYBACK QUESTIONS (SELLING BOOKS BACK)

#### Where will the Buyback be?

In-school buyback will take place at the St. Francis gym, or at [www.sfhsbooks.com](http://www.sfhsbooks.com) for late buybacks.

#### When will the buyback take place?

June 9, 2011 10:00 am to 1:00 pm, or Online 24hrs/day.

#### What if I miss the buyback days?

Pick up a form and shipping label in the high school office or go online to [www.SFHSbooks.com](http://www.SFHSbooks.com), click on "Sell Your Books" at the left hand side of the screen, and complete the online buyback form, print and send back to ESCO.

#### What do I need to fill out?

1. Completely fill out the forms in order to speed up the processing time. ONLY 1 student per form.
2. Place your books in the plastic bag provided by ESCO on the day of the buyback or ship your books to ESCO using the prepaid USPS shipping label.
3. DO NOT LOSE YOUR CERTIFICATE NUMBER!!! You will need this for credit when purchase in the fall.

#### How will I know what are being bought back?

A complete buyback list & prices is provided by your school, including discontinued books. The list will also be available for viewing at [www.sfhsbooks.com](http://www.sfhsbooks.com). Discontinued Books, Workbooks, and Paperbacks will receive no value.

#### Can I sell discontinued books back?

No, discontinued books are of no value and you will receive no credit unless otherwise noted. If you would like to donate your discontinued books, we will take them off your hands and find a school that needs them.

#### What if a book is not discontinued, but still receives no credit?

If a book is not discontinued, but you receive no credit for your book, the quality was below value standard. Take care of your textbooks to receive the most credit. Used workbooks receive no credit.

#### How much credit will I get for my book?

For RETURNING customers, all students will receive an email prior to the buyback day with a list of books that were purchased and their prices. ESCO will pay up to 40% of the retail price if the book was purchased from ESCO and is in resalable condition. If the books were not purchased from ESCO, you will receive credit as if the book were a C quality book.

#### Two Options for Buybacks:

1. **No waiting — *FastTrac*: (subject to school participation)** Students will fill out the buyback form, place books in bag, and drop them off. Books will be evaluated at company headquarters in Tempe.
2. **Ship on your own:** pick up a form and mailing label in the high school office. Box and ship the books on your own.
2. **Year Round — *Mail*:** Print a prepaid USPS Media Mail label from your online bookstore website, check off the books to be return and print out the packing list. Send everything to ESCO when convenient for the student. Shipping charges will be deducted from payment.

#### How will the books be evaluated?

The return policy is printed on the top of the buyback form.

- "A" Quality:** Generally 1 - 2 years of use. Clean with cover intact. Minimal highlighting. No cardboard exposure. No Workbooks are accepted. Only "A" quality paperbacks accepted. Paperbacks must be in mint condition with minimal writing inside and covers intact.
- "B" Quality:** Generally 2 - 3 years of use. Average used book. Bent corners ok. Minimal cardboard exposed. Highlighting of pages edges and text. Binding is strong. No Paperbacks or Workbooks accepted.
- "C" Quality:** Generally 3 - 4 years of use. Significant wear. All 8 corners may be exposed cardboard (Cover intact). Writing on edges and highlighting. No Paperbacks or Workbooks accepted.
- NO VALUE.** "D" quality textbooks. Any Book with pages missing or torn, pages stuck together or has water damage, cover is falling off or missing, obscenities or excessive graffiti, or "B" or "C" Quality Paperbacks and used workbooks.

## **BUYING QUESTIONS (ORDERING BOOKS ONLINE)**

### **Where will I buy my textbooks?**

The ONLY guaranteed source to purchase your textbooks is [www.sfhsbooks.com](http://www.sfhsbooks.com), which is open 24 hours a day beginning at 3:00am on the August 8, 2011.

### **How will I know what books to buy?**

You should have your schedule in hand when ordering your books. ESCO will display the books and school supplies you need for a particular Class online. Review these lists carefully, some of these titles you might have from older siblings.

### **How long will it take to get my books?**

Generally, 2 – 3 business days. If your order has not arrived during this time please feel free to contact ESCO, unless the book was indicated as “backordered.” Please allow up to 10 business days for ESCO to fill backordered items (unless there are publisher restrictions).

### **What if a particular book is out of stock?**

ESCO does not anticipate any backorders. In the case that a book is backordered, the book will ship to your home within 10 business days at ESCO’s expense. If, however, a title is unavailable for an entire class due to a publisher shortage after school begins, then the book will be shipped directly to the school for distribution.

### **How will I get my books?**

ESCO will ship your order directly to your home address via UPS or USPS (no P.O. boxes).

### **What if I have a problem?**

Go online and click on “Help” or “Live Chat”. Or, Call ESCO Customer Support from 8am – 5pm m-f PST at 888-228-6292. You will receive your response within 24hrs from the time of inquiry, with the exception of weekends.

### **How do I get started?**

After receiving your schedule and making any schedule changes, go online to [www.sfhsbooks.com](http://www.sfhsbooks.com) and follow the instructions. You will need: 1. Class Schedule; 2. Credit Card(if applicable); 3. Address Information; 4. Certificate #'s

### **What if I don’t have access to a computer?**

Call ESCO Customer Support from 8am – 5pm m-f EST at 888-228-6292. ESCO is here to serve you to get your books in the most convenient way.

### **What methods of payment will ESCO accept?**

ESCO will provide a secure website for you to use MasterCard & Visa credit cards (your card will be charged in the name of Educational Sales Company). You may also use Cashiers checks, personal checks, or money orders (order will be shipped upon receipt of funds and check clearings).

### **What if my order is incomplete when it arrives?**

Check the packing slip. If nothing has been marked “backorder”, contact ESCO immediately by logging into your account and send ESCO a message through the help desk. Backordered items will follow shortly after receiving the shipment.

### **What if I have a SCHOOL INITIATED schedule change?**

The student is not responsible for shipping charges. If the student would like a reimbursement for the cost of the return, the student must present a request to the school to be sign and returned to ESCO. The school account will be charged for the shipping expense, **ONLY** if the student submits a request. The Schedule Change reimbursement forms are available online in the help section.

### **What if I withdraw from or I am asked to leave the school?**

Go Online to the school bookstore, click on the “Returns” Link on the left hand side of the page. Follow the instructions for the return form and return label.

### **What is ESCO’s return policy?**

Please go online and enter into your account. Click the returns link on the left side. Follow the directions for the returns form.

100% Refund: 30 days after school starts or 30 days from the day that you order, if books are returned in the same condition.

80% Refund: 30 - 60 days after school starts.

60% Refund: 60 - 90 days after school starts.

40%: Any returns after 90days from the day school starts.